

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

[**Home Page**](#) | [**Notice**](#) | [**Preface**](#) | [**Product Description**](#) | [**Troubleshooting**](#)
[**Illustrated Parts Catalog**](#) | [**Removal & Replacement Procedures**](#) | [**Specifications**](#)
[**Pin Assignments**](#) | [**Battery Pack Operations**](#)

[**Notice**](#)

[**Preface**](#)

[**Product**](#)

[**Description**](#)

[**Troubleshooting**](#)

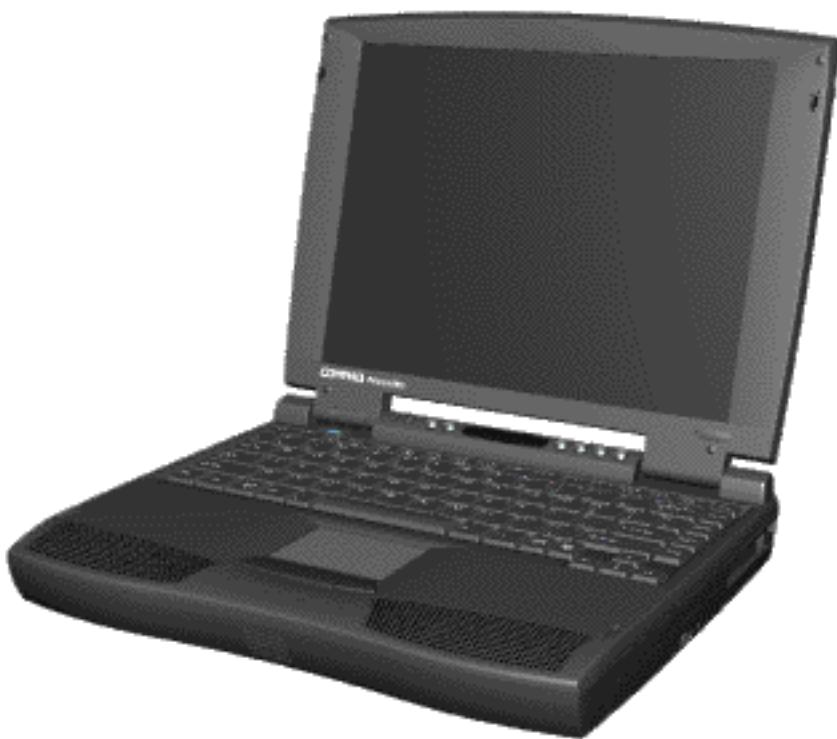
[**Illustrated Parts Catalog**](#)

[**Removal & Replacement Procedures**](#)

[**Specifications**](#)

[**Connector Pin Assignments**](#)

[**Battery Pack Operations**](#)



Compaq Presario 1800 Series Portable Computer is a continuation of the new generation of multimedia portable computers with an innovative integrated design, outstanding audio and video, advanced core features, and attractive styling. This full-function, Pentium II - based series of portable computers allows full desktop functionality and additional connectivity via the optional port replicator.

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

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Maintenance and Service Guide

Compaq Presario 1800 Series Portable Computers

First Edition (Oct. 1998)
Compaq Computer Corporation

Maintenance & Service Guide

Presario 1800 Series
Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Preface

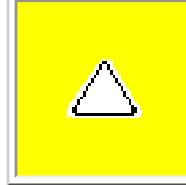
This *Maintenance and Service Guide* is a troubleshooting guide that can be used for reference when servicing the Compaq Presario 1800 Series Portable Computers.

Compaq Computer Corporation reserves the right to make changes to the Compaq Presario 1800 Series Portable Computers without notice.

Symbols

The following words and symbols mark special messages throughout this guide.

 **WARNING:** Text set off in this manner indicates that failure to follow directions in the warning could result in bodily harm or loss of life.

 **CAUTION:** Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of data.

IMPORTANT: Text set off in this manner presents clarifying information or specific instructions.

NOTE: Text set off in this manner presents commentary, sidelights, or interesting points of information.

Technician Notes

 **WARNING:** Only authorized technicians trained by Compaq should repair this equipment. All troubleshooting and repair procedures are detailed to allow only subassembly/module level repair. Because of the complexity of the individual boards and subassemblies, the user should not attempt to make repairs at the component level or to make modifications to any printed circuit board. Improper repairs can create a safety hazard. Any indications of component replacement or printed circuit board modifications may void any warranty

Serial Number

When requesting information or ordering spare parts, the computer serial number should be provided to Compaq. The serial number is located on the bottom of the computer.

Locating Additional Information

The following documentation is available to support this product:

- Compaq Presario 1800 Series Portable Computer documentation set
- *Introducing Windows 98 Guide*
- Service Training Guides
- Compaq Service Advisories and Bulletins
- *Compaq QuickFind*
- *Compaq Service Quick Reference Guide*

Maintenance & Service Guide

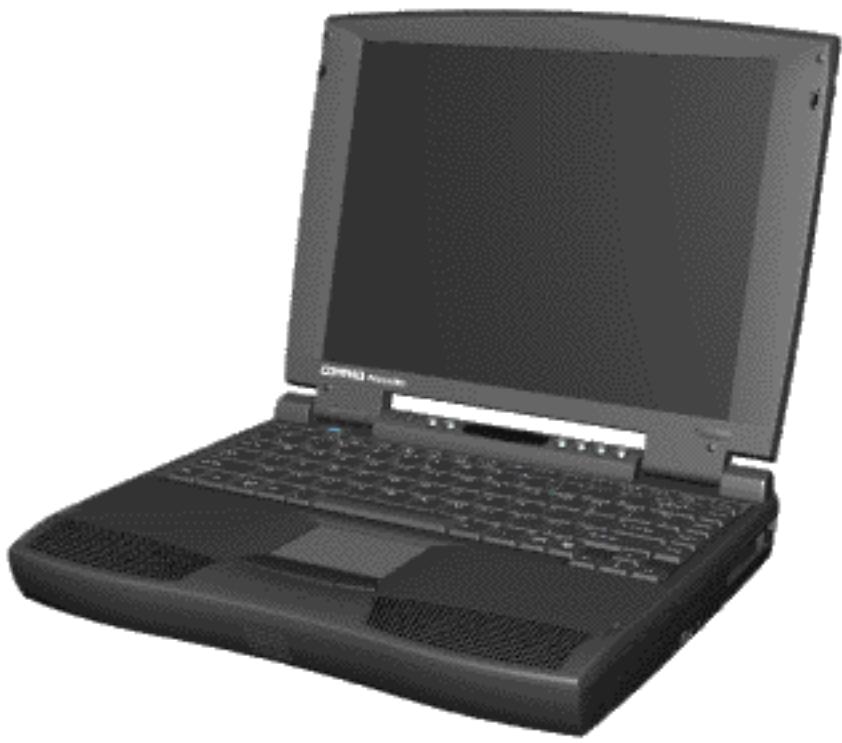
Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Product Description

Models and Features
Controls and Lights
Left Side Components
Right Side Components
Bottom of Unit
Rear Connectors
Port Replicator
Power Management for Windows 98



Compaq Presario 1800 Series Series Portable Computer is a continuation of the new generation of multimedia portable computers with an innovative integrated design, outstanding audio and video, advanced core features, and attractive styling. This full-function, Pentium II - based series of portable computers allows full desktop functionality and additional connectivity via the optional port replicator.

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Troubleshooting

[Preliminary Steps](#)

[Clearing the Power-On Password](#)

[Power-On Self Test \(POST\)](#)

[Compaq Diagnostics](#)

[Diagnostic Error Codes](#)

[Troubleshooting Without Diagnostics](#)

[Solving Minor Problems](#)

[Contacting Compaq Support](#)

This section covers troubleshooting information for the Compaq Presario 1800 Series Portable Computers. The basic steps in troubleshooting include:

1. Follow the [Preliminary Steps](#).
2. Run the [Power-On Self-Test \(POST\)](#).
3. Follow the recommended actions described in the diagnostic tables, if you are unable to run POST or if POST displays an error message.

When following the recommended actions in the Sections on POST and [Diagnostic Error Codes](#) perform them in the order listed. Rerun POST after each recommended action until the problem is solved and no error message occurs. Once the problem is solved, do not complete the remaining recommended actions.

NOTE:

If the problem is intermittent, check the computer several times to verify that the problem is solved.

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Illustrated Parts Catalog

[System Unit](#)

[Boards](#)

[Display
Assembly](#)

[Mass Storage](#)

[Devices](#)

[Miscellaneous
Cable Kit](#)

[Cables](#)

[Miscellaneous
Hardware and
Plastics Kit](#)

[Miscellaneous
Parts](#)

[Documentation
and Software](#)

This section provides an breakdown and identifies the spare parts ordering number associated with each item(s) for the Compaq Presario 1800 Series Portable Computers.

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Removal and Replacement Procedures

This section explains the removal and replacement procedures for the computer.

Serial Number Location

[Disassembly Sequence](#)

[Electrostatic Discharge](#)

[Service Considerations](#)

[Cables and Connectors](#)

[Preparing the Computer for Disassembly](#)

[Battery Pack](#)

[Palmrest Cover with Touch Pad](#)

[Keyboard](#)

[Heatspreaders](#)

[Modem](#)

[Processor](#)

[Status Panel](#)

[Interface Board](#)

[Hard Drives](#)

[Battery](#)

[Charger Board](#)

[CD or DVD Drive](#)

[Display Panel Assembly](#)

[Upper CPU Cover](#)

[Speaker Assembly](#)

[Diskette Drive](#)

[Fan Assembly](#)

[Audio Board](#)

[System Board](#)

[Memory Module](#)



Report the computer ① serial number to Compaq when requesting information or ordering spare parts.

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

[Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Specifications

This chapter covers the following specifications of Compaq Presario 1800 Series Portable Computers:

- [Computer models](#)
- [Physical and environmental](#)
- [System Interrupts](#)
- [System DMA](#)
- [System I/O Address](#)
- [System Memory Catalog](#)
- [Display](#)
- [Memory expansion](#)
- [Diskette drive](#)
- [Hard drive](#)
- [CD and DVD drive](#)
- [Battery pack](#)

Physical and Environmental

Computer Specifications		
	U.S.	Metric
Dimensions		
Height	1.97 in	4.95 cm
Depth	12.20 in	31.00 cm
Width	10.08 in	25.40 cm
Weight		
Model 1805	7.326 lb	3.33 kg
Model 1810	7.326 lb	3.33 kg
Stand-Alone (Battery Pack) Power Requirements	NiMH	Li-ion
Nominal Operating	W @ 9.6 V	W @ 14.4 V
Maximum Average	W @ 9.6 V	W @ 14.4 V
Peak Operating	W @ 9.6 V	W @ 14.4 V
AC Power Requirements		
Operating Voltage	100-240 V	
Operating Current	0.8/0.4 A RMS	
Operating Frequency	47-63 Hz	
Maximum Transient	Meets IEC 801-4 and IEC801-5 1kV for 50 ns	
Temperature		
Operating	50° to 95 °F	10° to 35 °C
Nonoperating	-4° to 140 °F	-20° to 60 °C
Relative Humidity (noncondensing)		
Operating	10 to 90%	35°C to 90%
Nonoperating (tw = 38.7°C max)	5 to 95%	60°C to 95%
Altitude		
Operating	0 to 10,000 ft	0 to 3.15 km
Nonoperating	0 to 30,000 ft	0 to 9.14 km
Shock		
Operating	10 G, 11 ms, half sine	
Non operating	240 G, 2 ms, half sine	
Vibration		
Operating	0.5 G	
Nonoperating	1.5 G	

NOTE: Applicable product safety standards specify thermal limits for plastic surfaces. Compaq Presario 1800 Series Portable Computers operate well within this range of temperatures.

System Interrupts

System Interrupts		
Hardware IRQ	System Function	
IRQ0	Timer Interrupt	
IRQ1	Keyboard	
IRQ2	Interrupt Controller Cascade	
IRQ3	Internal Modem	
IRQ4	Communication Port (COM1)	
IRQ5	Audio Controller	
IRQ6	Diskette Drive	
IRQ7	Parallel Port (LPT 1) (default)	
IRQ8	System CMOS/Real-Time Clock	
IRQ9	IRQ Holder for PCI Steering	
IRQ9	PCI-1131 CardBus Controller	
IRQ9	IRQ Holder for PCI Steering	
IRQ9	IRQ Holder for PCI Steering	
IRQ9	PCI-1131 CardBus Controller	
IRQ9	Video Controller	
IRQ11	Intel PCI to USB Universal Host Controller	
IRQ11	IRQ Holder for PCI Steering	
IRQ12	PS/2 TouchPad/Mouse	
IRQ13	Numeric data processor	
IRQ14	Intel PCI Bus Master IDE Controller	
IRQ14	Primary IDE Controller (dual fifo)	
IRQ15	Intel PCI Bus Master IDE Controller	
IRQ15	Secondary IDE Controller (dual fifo)	

System DMA

System DMA		
Hardware DMA	System Function	
DMA 0	Audio Controller	
DMA 1	Audio Controller	
DMA 2	Diskette Drive	
DMA 4	DMA Controller	

System I/O Address

System I/O Address		
I/O Address (Hex)	System Function (Shipping Configuration)	
0000h-000Fh	DMA Controller	
0020h-0021h	Interrupt Controller	
0040h-0043h	System timer	
0060h-0060h	Keyboard Controller	
0061h-0061h	System speaker	
0064h-0064h	Standard 101/102-Key or Microsoft Natural Keyboard	
0070h-0071h	System CMOS/real time clock	
0080h-0080h	Motherboard resources	
0081h-008Fh	DMA Controller	
00A0h-00A1h	Programmable interrupt controller	
00C0h-00DFh	DMA	
00ECh-00Efh	Motherboard resources	
00F0h-00FFh	Numeric data processor	
0170h-0177h	Intel PCI Bus Master IDE Controller	
0170h-0177h	Secondary IDE Controller (dual fifo)	
01F0h-01F7h	Intel PCI Bus Master IDE Controller	
01F0h-01F7h	Primary IDE Controller (dual fifo)	
0201h-0201h	Gameport Joystick	
0220h-022Fh	ES1869 Plug and Play AudioDrive	
02F8h-02F9h	Compaq Presario 56K-DF	
0330h-0331h	ES1869 Plug and Play AudioDrive	
0330h-0337h	ES1869 Plug and Play AudioDrive	
0376h-0376h	Secondary IDE controller (dual fifo)	
0376h-0376h	Intel PCI Bus Master IDE Controller	
0376h-0376h	Primary IDE controller (dual fifo)	
0376h-0376h	Intel PCI Bus Master IDE Controller	
0378h-037Fh	Printer Port (LPT1)	
0388h-038Bh	ES1869 Plug and Play AudioDrive	
03B0h-03B7h	Video Controller	
03C0h-03D7h	Video Controller	
03F0h-03F5h	Standard Floppy Disk Controller	
03F5h-03F6h	Intel PCI Bus Master IDE Controller	
03F6h-03F6h	Primary IDE controller (dual fifo)	
03F6h-03F6h	Intel PCI Bus Master IDE Controller	
03F7h-03F7h	Standard Floppy Disk Controller	
03F7h-03F7h	Standard Floppy Disk Controller	
03F8h-03F8h	Communications Port (COM1)	
04D0h-04D1h	Motherboard resources	
0800h-0807h	ES1869 Control Interface	
0CFFh-0CFFh	PCI bus	
2180h-218Fh	Primary IDE controller (dual fifo)	
2180h-218Fh	Intel PCI Bus Master IDE Controller	
2180h-218Fh	Secondary IDE controller (dual fifo)	
2180h-218Fh	Intel PCI Bus Master IDE Controller	
2180h-218Fh	Intel PCI USB Universal Host Controller	

System Memory Catalog

System Memory Catalog		
Memory Address	System Function	
0000000h-000FFFh	System board extension for PnP BIOS	
000A000h-000AFFFh	Graphics Controller	
000B000h-000CFFFh	Graphics Controller	
000C000h-000CFFFh	Graphics Controller	
000DC00h-000FFFFh	System board extension for PnP BIOS	
0010000h-03FFFFFFh	System board extension for PnP BIOS	
0500000h-05001FFFh	PCI-1131 CardBus Controller	
0500100h-05030FFFh	Intel Pentium(R) II Processor to PCI bridge	
F000000h-FDFFFFFFh	Graphics Controller	
FED0000h-FEDEFFFFFFh	Graphics Controller	
FF30000h-FF3FFFFh	Motherboard resources	

Display (Information not available)

13.3" (Diagonal) TFT Display		
	U.S.	Metric
Dimensions		
Height	Information not available	Information not available
Width	Information not available	Information not available
Display Dimensions		
Width	Information not available	Information not available
Height	Information not available	Information not available
Weight		
Information not available	Information not available	Information not available
Contrast Ratio		
Information not available	Information not available	Information not available
Brightness		
Information not available	Information not available	Information not available
Total Power Consumption		
Information not available	Information not available	Information not available

Memory Expansion

Memory Expansion		
System Memory	Expansion Board Memory	Total Memory
32-MB	16-MB	48-MB
32-MB	32-MB	64-MB
32-MB	64-MB	96-MB

Diskette Drive (Information not available)

Diskette Drive		
	U.S.	Metric
Dimensions		
Height	Information not available	Information not available
Width	Information not available	Information not available
Rotational Speed		
Information not available	Information not available	Information not available
Typical Transfer Rate		
Information not available	Information not available	Information not available
Sustained Data Transfer Rate		
Information not available	Information not available	Information not available
Access Time		
Information not available	Information not available	Information not available
Spin Up Random Access Time		
Information not available	Information not available	Information not available
Data Buffer Capacity </		

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

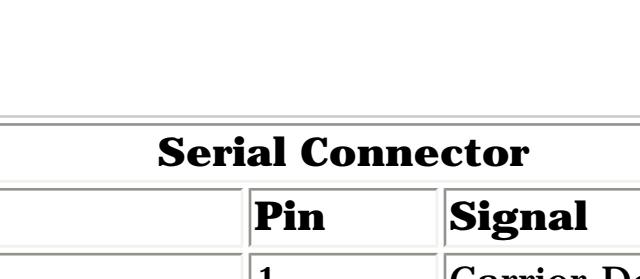
[Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Connector Pin Assignments

This appendix provides connector pin assignment tables for Compaq Presario 1800 Series Portable Computers. For more information on connectors, refer to the section on [Rear Connectors](#).

NOTE: The signals in all tables of this appendix are considered active high unless otherwise indicated by an asterisk (*).

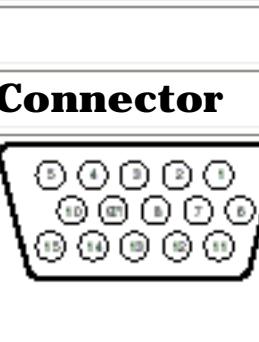
Parallel Connector



Pin	Signal	Pin	Signal
1	Strobe*	10	Acknowledge*
2	Data Bit 0	11	Busy
3	Data Bit 1	12	Paper Out
4	Data Bit 2	13	Select
5	Data Bit 3	14	Auto Linefeed*
6	Data Bit 4	15	Error*
7	Data Bit 5	16	Initialize Printer*
8	Data Bit 6	17	Select In*
9	Data Bit 7	18-25	Signal Ground

* = Active low

Serial Connector



Connector	Pin	Signal
	1	Carrier Detect
	2	Receive Data
	3	Transmit Data
	4	Data Terminal Ready
	5	Signal Ground
	6	Data Set Ready
	7	Ready to Send
	8	Clear to Send
	9	Ring Indicator

Keyboard/Mouse



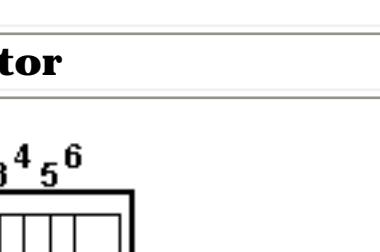
Connector	Pin	Signal
	1	Data
	2	Not defined
	3	Ground
	4	+5 VDC
	5	Clock
	6	Not defined

External VGA Monitor



Connector	Pin	Signal
	1	Red Analog
	2	Green Analog
	3	Blue Analog
	4	Not connected
	5	Ground
	6	Ground Analog
	7	Ground Analog
	8	Ground Analog
	9	Not connected
	10	Ground
	11	Monitor Detect
	12	DDC2B Data
	13	Horizontal Sync
	14	Vertical Sync
	15	DDC2B Clock

Universal Serial Bus



Connector	Pin	Signal
	1	Ground
	2	D+
	3	D-
	4	Power

Port Replicator



Pin	Signal	Pin	Signal	Pin	Signal	Pin	Signal
1	N.C.	21	Printer Data 0	41	N.C.	61	CTS
2	N.C.	22	Printer Data 1	42	N.C.	62	DCD
3	Kb Clk 1	23	Printer Data 2	43	Switch A	63	DSR
4	Joystick Data A	24	Printer Data 3	44	Switch B	64	TXD
5	Kb Data 1	25	Printer Data 4	45	Switch C	65	RTS
6	Joystick Data B	26	Printer Data 5	46	Switch D	66	N.C.
7	Kb Clk 2	27	Printer Data 6	47	N.C.	67	Detect
8	Joystick Data C	28	Printer Data 7	48	MIDI In	68	N.C.
9	Kb Data 2	29	USB 0 -	49	MIDI Out	69	V. Sync
10	Joystick Data D	30	USB 0 +	50	+5V	70	Ground
11	Lp Select In	31	USB 1 -	51	+5V	71	H. Sync
12	Lp Paper End	32	USB 1 +	52	N.C.	72	Ground
13	Lp Initialize	33	Adapter In	53	N.C.	73	Blue
14	Lp Busy	34	Adapter In	54	N.C.	74	Ground
15	Lp Error	35	Adapter In	55	N.C.	75	Green
16	Lp Ack	36	Adapter In	56	Dock ID -	76	Ground
17	Lp Auto Feed	37	Adapter In	57	RXD	77	Red
18	Lp Strobe	38	Adapter In	58	Lp Select	78	Ground
19	DDC2BC	39	N.C.	59	RI	79	N.C.
20	DDC2BD	40	N.C.	60	DTR	80	N.C.

Modem



Connector	Pin	Signal
	1	Unused
	2	Unused
	3	Tip
	4	Ring
	5	Unused
	6	Unused

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)

| [Pin Assignments](#) | [Battery Pack Operations](#)

Battery Pack Operating Time

This appendix covers the following information concerning battery pack operating time:

- Increase battery pack operating time
- Conditioning a battery pack
- Disposal of a used battery pack

Increasing Battery Pack Operating Time

Battery pack operating time differs depending on several variables. To avoid unnecessary replacement, consider the following variables when determining how long a charged battery pack should last:

- Power management settings
- Hardware configuration
- Software applications
- Installed options
- Display brightness
- Hard drive usage
- Changes in operating temperature
- Type and number of installed PC Cards

NOTE: The power consumption requirements for PC Cards vary widely. Some cards drain the battery pack very rapidly.

Battery pack operating time can be increased by as much as 50 percent by controlling the energy required by the computer and the energy stored in the battery pack.

Minimizing the Energy Required

To minimize the energy required by the computer, follow these steps:

- Set the power conservation levels in the Power Management utility to **Maximum**.
- Customize the timeout value to work more efficiently with the applications. The amount of battery life depends on the values selected.

Maximizing the Energy Stored

To maximize the energy stored in the battery pack, follow these guidelines:

- Condition the battery pack at least every 30 days to improve overall battery performance.
- Keep a battery pack in the computer when using it with AC power to supply the battery pack with a constant trickle charge.
- Store the battery pack in a cool, dry place when not in use.

Conditioning a Battery Pack



CAUTION: To avoid a loss of data, ensure that all data is saved before discharging a battery pack.

To condition a battery pack, complete the following steps:

1. Plug in the AC adapter and allow the battery to charge until the fast charge arrow on the display disappears. Your battery gauge may read 100 percent for a period of time before the arrow disappears. Do not unplug the AC adapter until the arrow disappears.

2. Unplug the AC adapter and allow the battery to drain until the computer reaches hibernation and turns itself off. **Do not plug in the AC adapter during this process or you will need to restart with Step No. 1.** You may use the computer while the battery is draining.

3. Your battery is re-conditioned.

4. Plug in the AC adapter and begin using the computer.

The table below shows battery pack charge times by model.

Battery Charge Time

Computer	On Line	Off Line
Model 1/NiMH Battery Pack	4.0 hours premature termination	2:00 hr
Model 2/Li ion Battery Pack	4.5 hours premature termination	2:50 hr

Disposal of a Used Battery Pack

In the interest of safeguarding our environment, Compaq Computer Corporation recommends that nickel metal hydride (NiMH) and lithium ion (Li ion) battery packs be recycled. Battery packs should be handled in accordance with country, state, province, or local regulations.



CAUTION: Never attempt to open or service a battery pack. Opening a battery pack not only damages the pack and makes it unusable, but also expose potentially harmful battery components.

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Models and Features

[Models and Features](#)

[Controls and Lights](#)

[Left Side Components](#)

[Right Side Components](#)

[Bottom of Unit](#)

[Rear Connectors](#)

[Port Replicator](#)

[Power Management for Windows 98](#)

Compaq Presario 1800 Series Portable Computer Models

	Model 1805	Model 1810
Display	13. 3" TFT	13. 3" TFT
Processor	Pentium II/266 MMX	Pentium II/300 MMX
Hard Drive	3.2-GB or 4.0-GB	6.4-GB or 4.0-GB
CD Drive	24× MAX	DVD Drive
Modem	M++ 56.0 Kbps or K-56.0 Kbps with ITU V.90	M++-56.0 Kbps or K-56.0 Kbps with ITU V.90

Maintenance & Service Guide

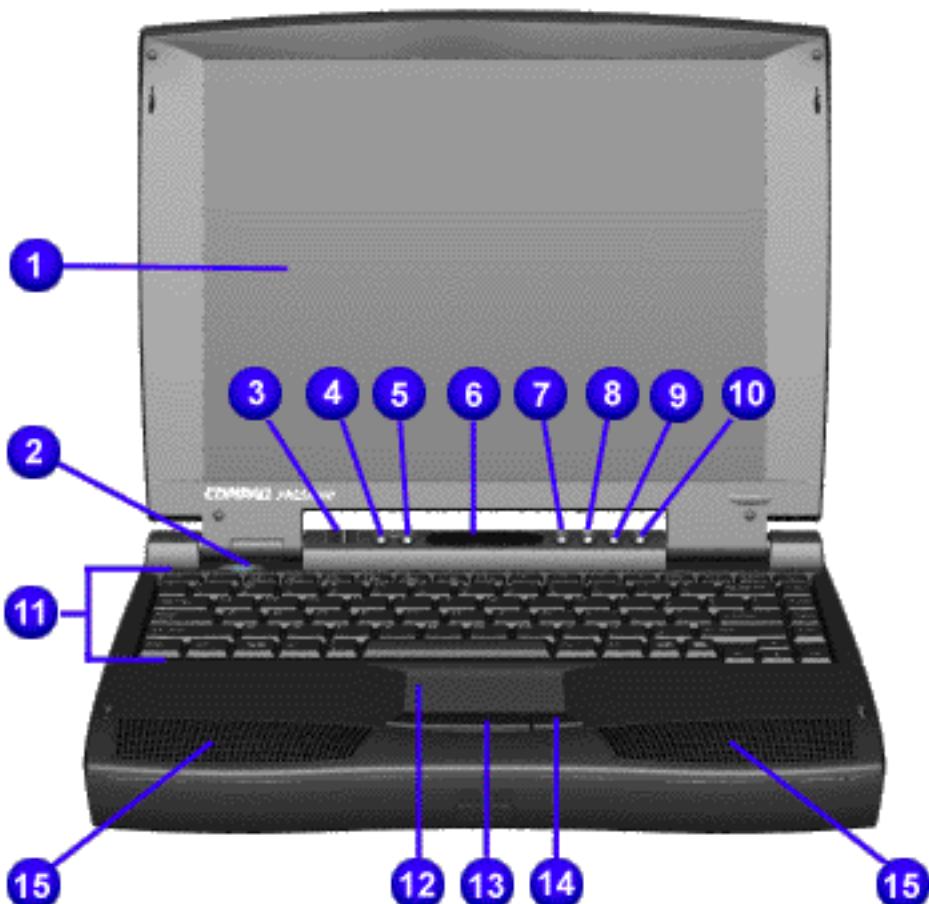
Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Controls and Lights

Models and Features
Controls and Lights
Left Side Components
Right Side Components
Bottom of Unit
Rear Connectors
Port Replicator
Power Management for Windows 98



Front of Unit	
1. Display	9. DVD/CD Previous Track
2. Power (On/Off) Button	10. DVD/CD Next Track
3. DisqPlay Switch	11. Keyboard
4. Volume Control Down Button	12. Touch Pad
5. Volume Control Up Button	13. Left Touch Pad Button
6. Status Panel	14. Right Touch Pad Button
7. DVD/CD Play/Pause	15. Integrated Speakers
8. DVD/CD Stop	

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Left Side Components

[Models and Features](#)

[Controls and Lights](#)

Left Side Components

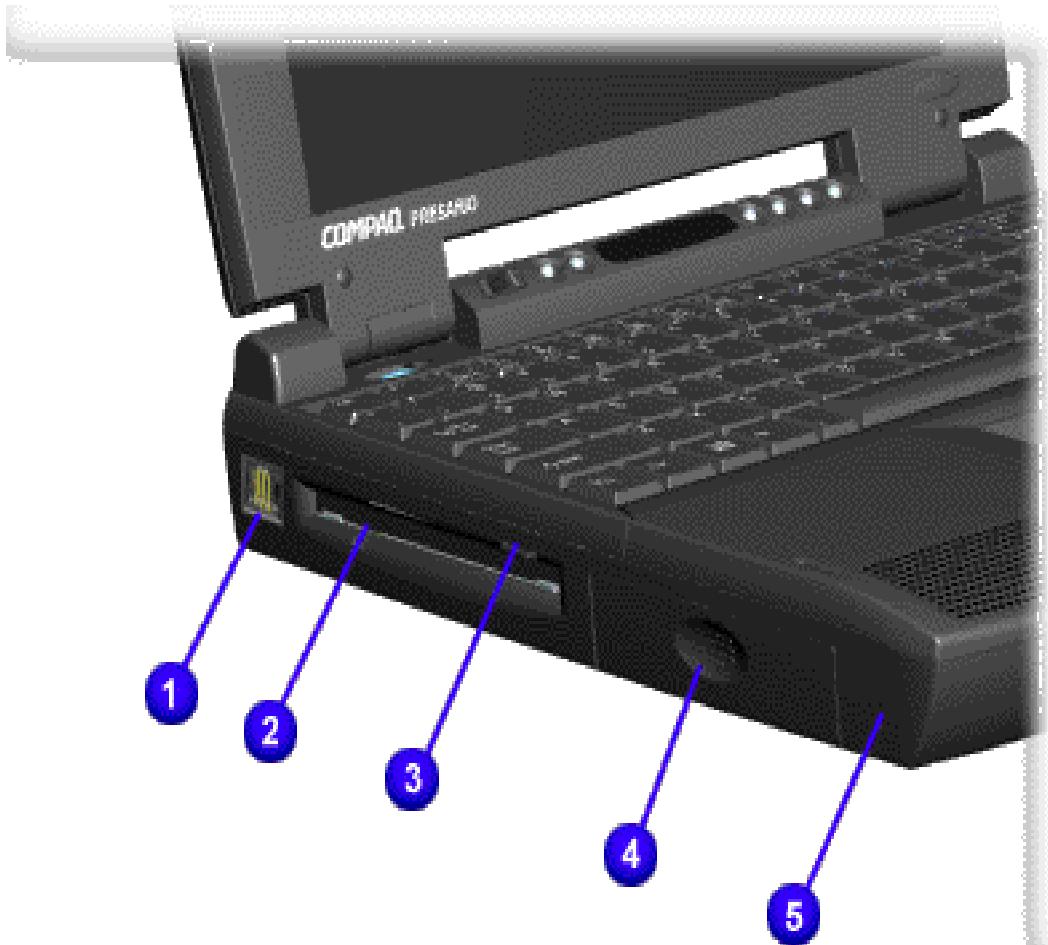
[Right Side Components](#)

[Bottom of Unit](#)

[Rear Connectors](#)

[Port Replicator](#)

[Power Management for Windows 98](#)



1. Modem Jack

2. Diskette Drive Slot

3. Diskette Eject Button

4. Battery Pack

5. Left Speaker Port

Maintenance & Service Guide

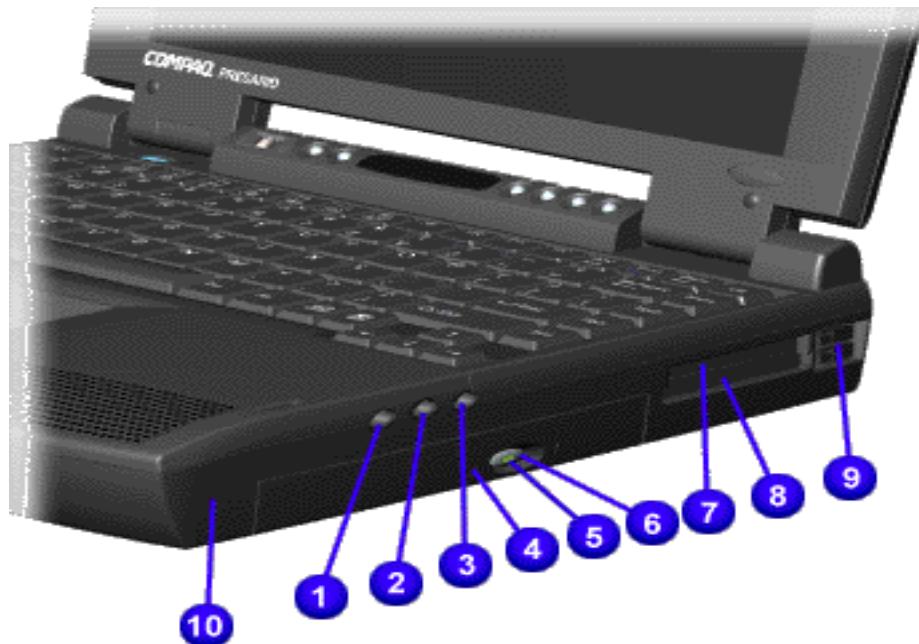
Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Right Side Components

Models and Features
Controls and Lights
Left Side Components
Right Side Components
Bottom of Unit
Rear Connectors
Port Replicator
Power Management for Windows 98



1. Headphone Out	6. CD or DVD Manual Eject Hole
2. Line-In Jack	7. PCMCIA (Top Slot)
3. External Microphone Jack	8. PCMCIA (Bottom Slot)
4. CD or DVD Drive	9. PCMCIA Eject Levers
5. CD or DVD Eject Button	10. Right Speaker Port

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Bottom of Unit

[Models and Features](#)

[Controls and Lights](#)

[Left Side Components](#)

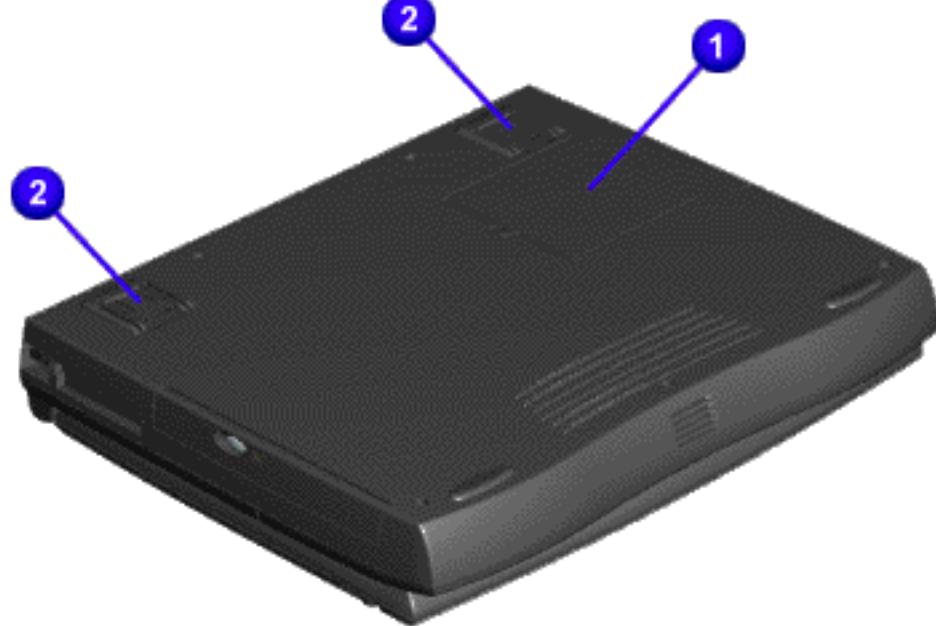
[Right Side Components](#)

[Bottom of Unit](#)

[Rear Connectors](#)

[Port Replicator](#)

[Power Management for Windows 98](#)



1. Memory Compartment 2. Feet

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Rear Connectors

[Models and Features](#)

[Controls and Lights](#)

[Left Side Components](#)

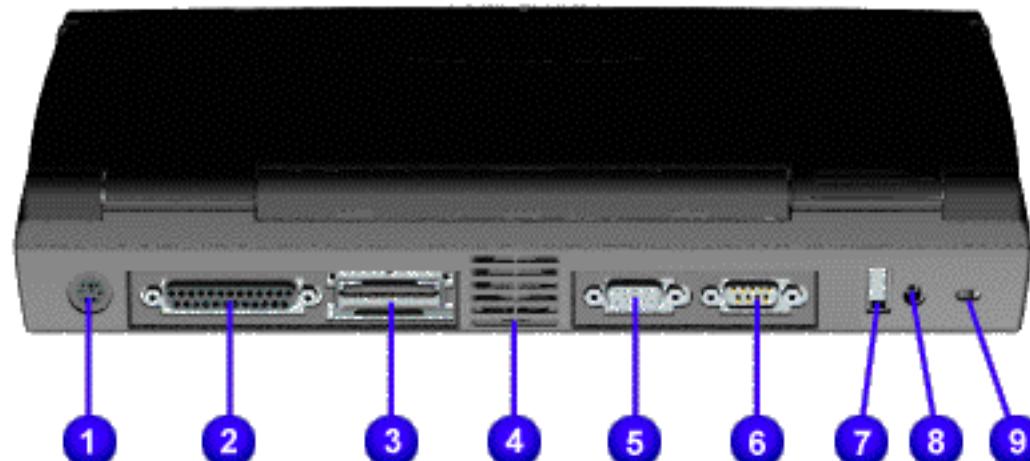
[Right Side Components](#)

[Bottom of Unit](#)

Rear Connectors

[Port Replicator](#)

[Power Management for Windows 98](#)



1. Keyboard/Mouse Port	6. External Monitor Port
2. Parallel Printer Port	7. USB
3. Port Replicator	8. AC Adapter
4. Fan Exhaust	9. Security Slot
5. Serial Port	

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Port Replicator

[Models and Features](#)

[Controls and Lights](#)

[Left Side Components](#)

[Right Side Components](#)

[Bottom of Unit](#)

[Rear Connectors](#)

Port Replicator

[Power Management for Windows](#)

98

This section is an overview of the Compaq Presario 1800 Series Portable Computer Port Replicator and covers the following topics:

- [System Overview](#)
- [Features](#)
- [Port Replicator Rear Connectors](#)
- [80-Pin Connectors](#)

System Overview

A manual docking mechanism on the Compaq Presario 1800 Series Portable Computer Port Replicator docks Compaq Presario 1800 Series Portable Computers. When the computer is docked, the [80-pin external](#) options connector handles the entire electrical interface (both power and signal connections) between the computer and the Port Replicator Rear.

Features

The Compaq Presario 1800 Series Portable Computer Port Replicator provides all the connectors supported by the Compaq Presario 1800 Series Portable Computers. They include:

- External keyboard
- External mouse
- MIDI/game port
- External monitor
- Serial
- Parallel
- AC Adapter
- Dual USB ports (Not supported on all models.)

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Power Management for Windows 98

The following power management features are available for conserving AC power and extending battery operating time:

- Power Management Settings
- [Sleep](#)
- [Hibernation](#)
- [Battery operating time](#)
- [Rebooting After a Lockup](#)
- [Servicing Your Computer - Full Off Mode](#)

Power Management Settings

Depending on your patterns of computer use, you can set different levels of power management. These different power management levels can be activated based on the amount of time passed since the last system activity. System activity examples, include keyboard or mouse movement, CD (while under program control that monitors Sleep), and modem use.

You can select different conditions or power schemes through Power Management. The optional settings are **Home/Office Desk**, **Portable/ Laptop** and **Always On**. From the default settings, you can change the following settings.

- the System goes to Sleep (Standby) mode
- the screen times out and goes blank
- the hard drive spins down

Each of these system components will go to sleep after the selected or default periods of inactivity. (The setting for hard drive must be less than or equal to the setting for System.)

IMPORTANT: If you're on a network, it's recommended that you set **System Standby** to **Never**.

There are five categories of power management settings under the Control Panel. The default setting for each feature is listed below in the tables.

Power Management Properties

Tab: Power Schemes:	Plugged in	Running on Batteries
Always on System Standby:	Never	15 minutes
Turn OFF Monitor	After 15 minutes	After 10 minutes
Always on System Standby:	After 15 minutes	After 10 minutes

Power Management Properties

Tab: ALARMS::	
Low Battery Alarm:	10%
Critical Battery Alarm:	0%
Alarm Actions:	X Display Message Notification

Text Action **No Action**

Power Management Properties

Tab: POWER METER:	Default
Tab: ADVANCED	Default

Display Properties

Tab: **POWER METER: Monitor** Laptop Display (Maximum resolution according to unit display size)

System Properties

Tab: Device Manager	
Default:	

Disk Drives: X DMA

CD ROM: X DMA

Sleep

You can select Sleep mode instead of turning off the computer when you have finished using it. This allows the computer to wake up faster than turning it completely off and saves power over the active (On) mode. Compaq Presario Notebook computers have two levels of sleep, Hibernation and Sleep.

Hibernation - by pushing the power button once your computer will perform a save to disk followed by a shut down of the computer into Off mode.

Sleep - is a low power mode, also referred to as Standby mode. While in Sleep mode, your computer will maintain system information and open files. Unsaved information will be lost if you turn off your system prior to system wake-up, or if you lose power while using the AC adapter.

CAUTION: While in Sleep mode, your computer will maintain system information and open files. Unsaved information will be lost if you turn off your system prior to system wake-up, or if you lose power while using the AC adapter.

Hibernation Mode

Hibernation helps conserve battery life and protects your data. Hibernation can be a routine power saving event, or can be the result of a low battery condition. As it enters Hibernation, your computer will display a progress screen, as it automatically saves the machine state before it shuts down and turns itself off. Your computer will automatically go into Hibernation, when the battery has little power left, or when the system (operating on battery power) has been in Sleep mode for more than an hour. You can also manually initiate Hibernation by pressing the power button once while the system is active. To restore the computer's previous state, simply press the power button once again. While waking up, the computer will display a progress screen.

The following table shows the conditions and indicators for getting in and out of the various power management modes, Sleep, Hibernation and Off.

Mode	To Initiate	To End	Indicators
Sleep	Manual keys combination - Fn+F4 Time Out Default 15 minutes. If on Battery power (system will not go to Sleep if on AC power)	Press any key	Flashing green Power LED
Hibernate	Manual - Press Power Button once Time Out Default If low battery or after 1 hour of sleep (system will not Hibernate if on AC power)	Press Power Button once	No Power LED, blank screen
Off	Perform normal Windows shutdown via the start button, or press and hold down the power button for 4 seconds	Press Power Button once	No Power LED, blank screen

Servicing Your Computer - Full Off Mode

If you need to install or replace components in your system, you must turn the computer off completely. Follow the instructions above for properly putting the computer into Off mode, unplug from the outlet and remove the battery (see [battery section](#) for instruction on removing battery).

Rebooting After a Lockup

Occasionally you may encounter a frozen keyboard or a locked screen. To reboot your computer (as if from a cold start) press and hold down the Power Button for at least four seconds, which will cause a manual shutdown. Then, restart it with a single press of the Power Button. If it still doesn't recover, press the Power Button and hold it for four seconds to shut it down, then, remove the battery or unplug the AC power for at least 30 seconds. Reinsert the battery or reconnect AC power and press the Power Button once to reboot.

Battery Operating Time

Battery operating time is affected by variables, such as the following:

- Power conservation settings
- Hardware configuration
- Software applications
- Installed options
- Display brightness
- Hard drive usage
- Power button
- Changes in operating temperature
- Type and number of installed PC Cards

For more information on increasing battery pack operating time, conditioning the battery pack, and disposing of a used battery pack, refer to the [Battery Pack Operations](#).

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Preliminary Steps

Before running [POST](#), complete the following preliminary steps:

1. If a power-on password has been established, type the password and press the **Enter** key. If the password is not known, [clear the password](#).
2. Run [Computer Checkup](#).
3. Turn off the computer and its external devices.
4. Disconnect any external devices that you do not want to test. Do not disconnect the printer if you want to test it or use it to log error messages.

IMPORTANT:

If the problem only occurs when an external device is connected to the computer, the problem may be related to the external device or its cable. Verify this by running POST with and without the external device connected.

5. Install loopback plugs in the serial and parallel connectors if you would like to test these ports.
6. Ensure the hard drive is installed in the computer.
7. Ensure that the battery pack is inserted in the computer and the computer is connected to an external AC power source.

When the preliminary steps are completed, you are ready to run [POST](#).

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Power-On Self Test (POST)

Running POST

To run POST, complete the following steps:

Turn off the computer, then turn on the computer.

If POST does not detect any errors, the computer will not beep. This indicates successful completion of POST test. POST has run successfully and boots from the hard drive (or from a bootable diskette if one is installed in the diskette drive).

If POST detects errors, the errors are indicated by screen and/or audible messages. Refer to "Power-On Self-Test (POST) Codes" in the tables for a list of POST codes and their relevant descriptions.

NOTE: If the system is not functioning well enough to run POST, or if the display is not functioning well enough to show POST error messages, refer to the Troubleshooting tables.

Power-On Self-Test Messages

102-System Board Failure

Probable Cause	Recommended Action
DMA, timers, etc.	Replace the system board.

162-System Options Not Set

Probable Cause	Recommended Action
Configuration incorrect	Run Computer Setup.
CMOS reflects that an invalid configuration has been set.	Run Computer Setup.
RAM failure	<ol style="list-style-type: none">1. Replace the memory modules.2. Replace the system board.
Memory test data error	<ol style="list-style-type: none">1. Replace the memory modules.2. Replace the system board.
XX000YZZ RAM failure	Replace the system board.

XX000YZZ 201-Memory Error

Probable Cause	Recommended Action
301-Keyboard Error	

Probable Cause	Recommended Action
Keyboard failure	<ol style="list-style-type: none">1. Ensure the keys are not depressed during POST.2. Reconnect the keyboard with the computer off.3. Replace the keyboard.

304-Keyboard or System Unit Error

Probable Cause	Recommended Action
Keyboard or system board error	<ol style="list-style-type: none">1. Replace the keyboard.2. Replace the TouchPad or mouse.3. Replace the system board.

601-Diskette Controller Error

Probable Cause	Recommended Action
Mismatch in drive type or failure in the diskette controller	<ol style="list-style-type: none">1. Run Computer Checkup (TEST).2. Check and/or replace cables.3. Replace the system board.

605-Diskette Drive Error

Probable Cause	Recommended Action
Mismatch in drive type	Run Computer Setup.

1780-Primary Hard Drive 0 Failure

Probable Cause	Recommended Action
Disk 0 failed to respond	<ol style="list-style-type: none">1. Run Computer Checkup (TEST).2. Replace the hard drive.
Hard drive format error	<ol style="list-style-type: none">1. Run Computer Checkup (TEST).2. Replace the hard drive.

1782-Hard Drive Controller

Probable Cause	Recommended Action
Hard drive controller failure	<ol style="list-style-type: none">1. Run Computer Setup.2. Replace the hard drive.

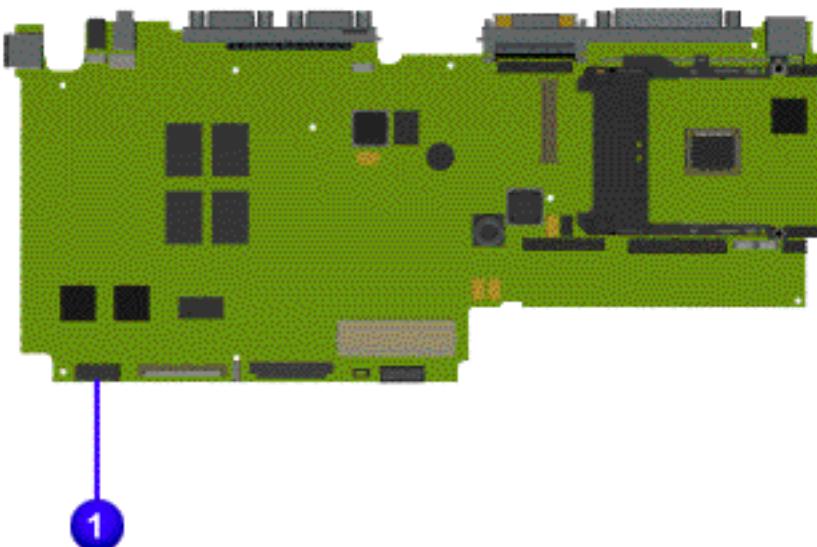
Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Clearing the Power-on Password



Clearing the power-on password requires removing all Setup attributes that are programmed in the CMOS.

If the password is not known, clear it by performing the following steps:

1. Turn off the computer.
2. Disconnect the power cord.
3. Remove the battery pack.
4. Remove the keyboard.
5. Remove the **1** RTC battery for 30 seconds. The password, together with other Setup attributes, will be cleared.
6. Reassemble the computer.
7. Turn on the computer to verify that the power-on password has been cleared. If it has not been cleared, repeat Steps 1 through 7.

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Compaq Diagnostics

Compaq Diagnostics is installed on the hard drive of the computer. Run the Diagnostics utilities when you want to view or test system information and if you have installed or connected devices. If you run Compaq Diagnostics from a diskette, ensure that it is version 10.11 or later.

The Diagnostics menu includes the following utilities:

- [Computer Checkup \(TEST\)](#)
- [View System Information \(INSPECT\)](#)
- [Prepare Computer for a Compaq Service Call \(RemotePaq\)](#)

If you have a problem you cannot solve, run the Diagnostics utilities before you call for support. Run Computer Checkup and select to save the device list to a file and to print or to save the log of errors. Run the View System Information (INSPECT) utility and select to print or to save that information. Have the files or the printed information available when you call for support.

Computer Checkup (TEST)

Computer Checkup (TEST) determines whether the various computer components and devices are recognized by the system and are functioning properly. You can display, print, or save the information generated by Computer Checkup.

Follow these steps to run Computer Checkup:

1. Plug the computer into an external power source. (A low battery condition could interrupt the program.)
2. Turn on the external devices that you want to test. Connect the printer if you want to print a log of error messages.
3. Insert the Compaq Diagnostics diskette in drive A.
4. Turn on or restart the computer. The computer starts from drive A, and the **Diagnostics Welcome** screen appears.
5. Press **Enter** to continue. The **Diagnostics** menu appears.
6. Select Computer Checkup from the **Diagnostics** menu. A **Test Option** menu appears.
7. Select **View the Device List** from the **Test Option** menu. A list of the installed Compaq devices appears.
8. If the list of installed devices is correct, select **OK**. The **Test Option** menu appears.

NOTE: If the list is incorrect, ensure that any new devices are installed properly.

9. Select one of the following from the **Test Option** menu:

- Quick Check Diagnostics. Runs a quick, general test on each device with a minimal number of prompts. If errors occur, they display when the testing is complete. You cannot print or save the error messages.

- Automatic Diagnostics. Runs unattended, maximum testing of each device with minimal prompts. You can choose how many times to run the tests, to stop on errors, or to print or save a log of errors.

- Prompted Diagnostics. Allows maximum control over testing the devices. You can choose attended or unattended testing, decide to stop on errors, or choose to print or save a log of errors.

10. Follow the instructions on the screen as the devices are tested. When testing is complete, the **Test Option** menu appears.

11. Exit the **Test Option** menu.

12. Exit the **Diagnostics** menu.

View System Information (INSPECT)

The View System Information (INSPECT) utility provides information about the computer and installed or connected devices. You can display, print, or save the information.

Follow these steps to run View System Information (INSPECT) from the Compaq Diagnostics diskette:

1. Turn on the external devices that you want to test. Connect the printer if you want to print the information.

2. Insert the Compaq Diagnostics diskette in drive A.

3. Turn on or restart the computer. The computer starts from drive A, and the **Diagnostics Welcome** screen appears.

4. Press **Enter** to continue. The **Diagnostics** menu appears.

5. Select **View System Information (INSPECT)** from the **Diagnostics** menu.

6. Select the item you want to view from the following list:

System	Memory
ROM	Audio
Keyboard	Operating system
System ports	System files
System storage	Windows files
Graphics	

7. Follow the instructions on the screen to cycle through the screens, to return to the list and choose another item, or to print the information.

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Contacting Compaq Support

Obtain the following information before contacting Compaq Reseller Support:

- Product name
- Product serial number
- Purchase date
- Conditions under which the problem occurred
- Any error messages that have occurred
- Hardware configuration
- Type of printer connected
- Hardware/software being used
- Printed result of Computer Checkup (TEST)
- Printed copies of *CONFIG.SYS* and *AUTOEXEC.BAT* files, if possible

Shipping Preparation

To ship the computer, complete the following steps:

1. Back up the critical hard drive files. Ensure that backup tapes/diskette are not exposed to electrical or magnetic fields while stored in transit.
2. Turn off the computer and external devices.
3. Disconnect the external devices from their power sources, then from the computer.

IMPORTANT: Ensure that there is no diskette in the diskette drive and that there are no PC Cards in the PC slots.

4. Close the display and all exterior doors of the computer.
5. Pack the computer with sufficient packing material to protect it. Use the original packing box or similar packaging.

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Diagnostic Error Codes

Diagnostic error codes occur if the system recognizes a problem while running the Compaq Diagnostic program. These error codes help identify possibly defective subassemblies.

The following tables list error codes, a description of the error condition, and the action required to resolve the error condition.

IMPORTANT: Retest the system after completing each step. If the problem has been resolved, do not proceed with the remaining steps.

For the removal and replacement of a particular subassembly, see [Removal and Replacement Procedures](#).

Select error codes by number or type:

101 through 114	Processor Test
200 through 215	Memory Test
300 through 304	Keyboard Test
401 through 403	Parallel Printer Test
600 through 699	Diskette Drive Test
1101	Serial Test
1701 through 1736	Hard Drive Test
501 through 516	Video Test
2402 through 2456	
2458 through 2480	
3206	Audio Test
8601 through 8602	Touch Pad Pointing Device Test
3301 through 6623	CD/DVD Test

Processor Test Error Codes

Error Code	Description	Recommended Action
101-xx	CPU test failed	Replace the processor and retest.
102-xx	Coprocessor or Weitek Error	1. Run the Configuration and Diagnostics Utilities. 2. Replace the processor board and retest.
103-xx	DMA page registers test failed	Replace the system board and retest.
104-xx	Interrupt controller master test failed	
105-xx	Port 61 error	
106-xx	Keyboard controller self-test failed	
107-xx	CMOS RAM test failed	
108-xx	CMOS interrupt test failed	
109-xx	CMOS clock test failed	
110-xx	Programmable timer load data test failed	
113-xx	Protected mode test failed	
114-01	Speaker test failed	1. Check system configuration. 2. Verify cable connections to speaker. 3. Replace the system board and retest.

Memory Test Error Codes

200-xx	Memory machine ID test failed	1. Flash the system ROM and retest.
202-xx	Memory system ROM checksum failed	2. Replace the system board and retest.
203-xx	Write/Read test failed	
204-xx	Address test failed	1. Remove the memory module and retest.
211-xx	Random pattern test failed	2. Install a new memory module and retest.
214-xx	Noise test failed	
215-xx	Random address test failed	

Keyboard Test Error Codes

300-xx	Failed ID Test	1. Check the keyboard connection. If disconnected, turn off the computer and connect the keyboard.
301-xx	Failed Selftest/Interface Test	2. Replace the keyboard and retest.
302-xx	Failed Individual Key Test	
304-xx	Failed Keyboard Repeat Test	3. Replace the system board and retest.

Parallel Printer Test Error Codes

401-xx	Printer failed or not connected	1. Connect the printer.
402-xx	Failed Port Test	2. Check power to the printer.
403-xx	Printer pattern test failed	3. Install the loop-back connector and retest. 4. Check port and IRQ configuration. 5. Replace the system board and retest.

Diskette Drive Test

600-xx	Diskette ID drive types test failed	1. Replace the diskette media and retest.
601-xx	Diskette format failed	2. Check and/or replace the diskette power and signal cables and retest.
602-xx	Diskette read test failed	3. Replace the diskette drive and retest.
603-xx	Diskette write, read, compare test failed	4. Replace the system board and retest.
604-xx	Diskette random read test failed	
605-xx	Diskette ID media failed	
606-xx	Diskette speed test failed	
609-xx	Diskette reset controller test failed	
610-xx	Diskette change line test failed	
697-xx	Diskette type error	
698-xx	Diskette drive speed not within limits	
699-xx	Diskette drive/media ID error	1. Replace media. 2. Run the Configuration and Diagnostics Utilities.

Serial Test Error Codes

1101-xx	Serial port test failed	1. Check port configuration 2. Replace the system board and retest.
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Hard Drive Test Error Codes

1701-xx	Hard drive format test failed	1. Run the Configuration and Diagnostics Utilities and verify drive type.
1702-xx	Hard drive read test failed	2. Verify that all secondary drives have secondary drive capability.
1703-xx	Hard drive write/read/compare test failed	3. Replace the hard drive and retest.
1704-xx	Hard drive random seek test failed	4. Replace the system board and retest.
1705-xx	Hard drive controller test failed	
1706-xx	Hard drive ready test failed	
1707-xx	Hard drive recalibration test failed	
1708-xx	Hard drive format bad track test failed	
1709-xx	Hard drive reset controller test failed	
1710-xx	Hard drive park head test failed	
1715-xx	Hard drive head select test failed	
1716-xx	Hard drive conditional format test failed	
1717-xx	Hard drive ECC* test failed	
1719-xx	Hard drive power mode test failed	
1724-xx	Network preparation test failed	
1736-xx	Drive monitoring test failed	

Video Test Error Codes

501-xx	Video controller test failed	The following apply to error codes 501-xx through 516-xx: 1. Disconnect external monitor and test with internal LCD display. 2. Replace the display assembly and retest. 3. Replace the system board and retest.
502-xx	Video memory test failed	
503-xx	Video attribute test failed	
504-xx	Video character set test failed	
505-xx	Video 80 x 25 mode 9 x 14 character cell test failed	
506-xx	Video 80 x 25 mode 8 x 8 character cell test failed	
507-xx	Video 320 x 25 mode test failed	
508-xx	Video 320 x 200 mode color set 0 test failed	
509-xx	Video 320 x 200 mode color set 1 test failed	
510-xx	Video 640 x 200 mode test failed	
511-xx	Video screen memory page test failed	
512-xx	Video gray scale test failed	
514-xx	Video white screen test failed	
516-xx	Video noise pattern test failed	
2402-xx	Video memory test failed	The following steps apply to error codes 2402-xx through 2456-xx: 1. Run the Configuration and Diagnostics Utilities. 2. Disconnect external monitor and test with internal LCD display. 3. Replace the display assembly and retest.
2403-xx	Video attribute test failed	
2404-xx	Video character set test failed	
2405-xx	Video 80 x 25 mode 9 x 14 character cell test failed	
2406-xx	Video 80 x 25 mode 8 x 8 character cell test failed	
2408-xx	Video 320 x 200 mode color set 0 test failed	
2409-xx	Video 320 x 200 mode color set 1 test failed	
2410-xx	Video 640 x 200 mode test failed	
2411-xx	Video screen memory page test failed	
2412-xx	Video gray scale test failed	

CD/DVD Drive Test Error Codes

3301-xx	CD/DVD drive read test failed	1. Replace the CD/DVD and retest.
3305-xx	CD/DVD drive seek test failed	2. Verify that the speakers are connected and properly installed.
3600-xx	ID test failed	3. Replace the CD/DVD drive and retest.
6605-xx	Read test failed	4. Replace the system board and retest.
6608-xx	Controller test failed	5. Replace the system board and retest.
6623-xx	Random read test failed	

[Back to top](#)

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Troubleshooting Without Diagnostics

This section provides information about how to identify and correct some common hardware, memory, and software problems. It also explains several types of common messages that may be displayed on the screen. The following pages contain troubleshooting information on:

[Audio](#)

[Battery/Battery gauge](#)

[CD/DVD drive](#)

[Diskette/Diskette drive](#)

[Display](#)

[Hard drive](#)

[Hardware Installation](#)

[Memory](#)

[PC Card](#)

[Power](#)

[Printer](#)

[Touch Pad](#)

[Keyboard/Numeric keypad](#)

Since symptoms can appear to be similar, carefully match the symptoms of the computer malfunction against the problem description in the Troubleshooting tables to avoid a misdiagnosis.

 **WARNING:** To avoid a potential shock hazard during troubleshooting procedures, disconnect all power sources before removing the keyboard cover or the display bezel.

Before Replacing Parts

Verify that cables are connected properly to the suspected defective parts.

- Run Computer Setup after connecting external devices.
- Verify that all required device drivers are installed.
- Verify that all required changes have been made to the *CONFIG.SYS* file.
- Verify that all required changes have been made to the *AUTOEXEC.BAT* file.
- Verify that all printer drivers have been installed for each application.

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Solving Minor Problems

Some minor problems and possible solutions are outlined in the following tables. If the problem appears related to a software application, check the documentation provided with the software.

Solving Audio Problems

Some common audio problems and solutions are listed in the following table.

Solving Audio Problems		
Problem	Probable Cause	Solution(s)
Computer does not beep after the Power-On Self-Test (POST).	This is typical; it indicates successful completion of the Power-On Self-Test (POST).	No action is required.

Solving Battery Pack and Battery Gauge Problems

Some common causes and solutions for battery pack problems are listed in the following table. The "Solving Power Problems" section in this chapter may also be applicable.

Solving Battery Pack and Battery Gauge Problems		
Problem	Probable Cause	Solution(s)
Computer won't turn on when battery pack is inserted and power cord is unplugged.	Battery pack is discharged.	Connect the computer to an external power source and charge the battery pack. Replace the battery pack with a fully charged battery pack.
Computer is beeping and battery LED icon is blinking.	Battery charge is low.	Immediately save any open file(s). Then do any one of the following: <ul style="list-style-type: none">Connect the computer to an external power source to charge the battery pack.Turn off the computer or initiate Hibernation until you can find another power source or charge the battery pack.
Computer battery LED icon (front on the unit) blinks to indicate low battery condition, but computer does not beep.	Volume is turned down too low.	Adjust the volume.
Battery LED icon doesn't light and battery pack won't fast charge.	Battery pack is already charged.	No action is necessary.
	Battery pack was exposed to temperature extremes.	Allow time for the battery pack to return to room temperature.
	Battery pack is at end of its life.	Replace battery pack.
You have to set the date and time every time you turn on the computer.	RTC battery is dead.	Replace the RTC battery.

Problem	Probable Cause	Solution(s)
Battery charge does not last as long as expected.	Battery is being exposed to high temperatures or extremely cold temperatures.	Keep the battery pack within the recommended operating temperature range 50° F to 104° F (10° C to 40° C) or recommended storage range -4° F to 86° F (-20° C to 30° C). Recharge the battery pack.
	Battery has partially self-discharged.	Recharge the battery. Discharge the battery completely and then recharge it.
	Power management is disabled.	Set a power management level in Computer Setup.
	An external device or PC Card is draining the battery.	Turn off or disconnect external devices when not using them.
Battery pack is warm to the touch after charging.	Normal warming has occurred due to charging.	No action is required.
Battery pack operating time is far less than the documented average operating time.	Power management is turned off or disabled.	Enable power management in Computer Setup and in Windows Power Properties.
	An external device or PC Card is draining the battery.	Turn off or disconnect external devices when not using them.
	Battery pack has partially self-discharged.	Condition the battery pack by fully charging, fully discharging, then fully recharging it. To maintain the charge, leave battery packs in the computer when it is connected to external power.
	Battery pack is being exposed to high temperatures or extremely cold temperatures.	If the computer is disconnected from external power for more than two weeks, remove battery packs from the computer to reduce the discharge rate. Keep the battery pack within the recommended temperature ranges. Operating: 50° F to 104° F (10° C to 40° C) Storage: -4° F to 86° F (-20° C to 30° C) Recharge the battery pack.

Solving CD/DVD Drive Problems

Some common causes and solutions for CD/DVD drive problems are listed in the following table.

Solving CD/DVD Drive Problems		
Problem	Probable Cause	Solution(s)
CD/DVD drive cannot read a compact disc or digital versatile disc.	Compact disc or digital versatile disc is upside down or is improperly inserted in the CD/DVD drive.	Open the CD/DVD loading tray, lay the compact disc or digital versatile disc in it (label side up), then close the tray.
	CD is CD Plus or Pregap/Track 0 type.	Cannot read these type CDs in 24x. Remove the CD.

Solving Diskette and Diskette Drive Problems

Some common causes and solutions for diskette and diskette drive problems are listed in the following table.

Solving Diskette and Diskette Drive Problems		
Problem	Probable Cause	Solution(s)
Diskette drive cannot write to a diskette.	Diskette is write-protected.	Disable the diskette's write-protect feature or use a diskette that is not write-protected.
	Computer is writing to the wrong drive.	Check the drive letter in the path statement.
	Not enough space is left on the diskette.	Use another diskette.
	Drive error has occurred.	Run Computer Checkup from the Compaq Diagnostics diskette.
	Diskette is not formatted.	Format the diskette. At the system prompt, enter FORMAT A:
Diskette drive cannot read a diskette.	The wrong type of diskette is being used.	Use the type of diskette required by the drive.
	Diskette has a bad sector.	Copy files to hard drive or another diskette. Reformat bad floppy.
	Drive error has occurred.	Run Computer Checkup from the Compaq Diagnostics diskette.
	Diskette is not formatted.	Format the diskette. At the system prompt, enter FORMAT A:
Cannot boot from diskette.	Bootable diskette is not in drive A.	Put the bootable diskette in drive A.
	Diskette Boot has incorrect setting in Computer Setup.	Run Computer Setup and set diskette as first to boot.

Solving Display Problems

This section lists some common causes and solutions for computer display and external monitor problems.

You can perform a monitor self-test on an external VGA color or monochrome monitor by disconnecting the monitor from the computer. To do so, complete the following steps:

1. Turn off the monitor.

2. Turn off the computer.

3. Disconnect the monitor signal cable from the computer.

4. Turn on the monitor and allow it to warm up for one minute.

The display should be white. A narrow black border may also appear on the left and right sides of the display. Either of these displays indicates that the monitor is working properly.

Solving Display Problems

Some common causes and solutions for computer display and external monitor problems are listed in the following table.

Problem	Probable Cause	Solution(s)
Screen is dim.	Control for brightness (if applicable) is not set properly.	Adjust the brightness of the screen by using Fn + F7 (+) or Fn + F8 (-).
Screen is blank.	Computer screen is in direct light. Screen save was initiated by Power Management due to lack of user activity.	Tilt display or move computer.
Display has overheated.	Display has overheated.	Press any key or touch the Touch Pad.
Display is blank and the Suspend icon is flashing.	System is in Suspend mode.	If computer is in direct sunlight, move it and allow it to cool off.
Internal display is blank and the screen on an external monitor displays information.	Display function was switched to the external monitor.	Press any key or touch the Touch Pad.
		Use Fn + F2 to switch between LCD or CRT.
		Condition the display pack by fully charging, fully discharging, then fully recharging it.
		To maintain the charge, leave display pack in the computer when it is connected to external power.
		If the computer is disconnected from external power for more than two weeks, remove display pack from the computer to reduce the discharge rate.
		Keep the display pack within the recommended temperature ranges. Operating: 50° F to 104° F (10° C to 40° C) Storage: -4° F to 86° F (-20° C to 30° C)
		Recharge the display pack.

NOTE: To perform a "self-test" on an external VGA color monitor, complete the following steps:

CAUTION: To prevent loss of information, always maintain an up-to-date backup of your hard drive at all times, in case of errors or failures.

NOTE: To perform a "self-test" on an external monochrome monitor, complete the following steps:

CAUTION: To prevent loss of information, always maintain an up-to-date backup of your hard drive at all times, in case of errors or failures.

NOTE: To perform a "self-test" on an external monitor, complete the following steps:

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NOTE: To perform a "self-test" on an external monitor, complete the following steps:

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Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Solving PC Card Problems

Some common causes and solutions for PC Card problems are listed in the following table.

Solving PC Card Problems		
Problem	Probable Cause	Solution(s)
When turned on, the computer does not beep when a PC Card is inserted.	Card is not inserted properly. PC Card beeps are disabled.	Ensure the card is inserted in the correct orientation. Double-click the PC Card icon in the Control Panel, click the Global Settings tab, the enable PC Card sound effects.
	Speaker is turned off or volume is turned down.	Press volume buttons to turn the speaker on, then increase the volume.
	PC Card drivers are not installed.	Double click the Add New Hardware icon in the Control Panel for installation instructions. If PC Card or drivers are not compatible with Windows, install drivers and use the PC Card in MS-DOS mode.
	Card or card driver is not supported.	Contact your Compaq authorized service provider for a list of PC Cards tested successfully in Compaq PC Card platforms.
PC Card modem, fax, or network card does not work.	Card is not fully inserted into the slot or is not inserted properly.	Ensure the card is inserted in the correct orientation.
	Telephone cord is not plugged in all the way.	Check and secure telephone connection.
	Necessary drivers are not installed (turned on).	Install drivers.
PC Card modem or fax card does not work.	You are trying to access the card using the wrong COM port.	See Specifications to verify COM port.
	The card conflicts with a serial device.	See Specifications to verify address.
	The card is not supported.	Use supported cards only.

Modem network PC Card does not work.	Network driver is not installed or is not set up properly.	Install driver.
	Telephone cord is not properly connected.	Verify telephone connection.
Memory or storage card does not work.	SRAM and flash memory cards require the memory card driver to be loaded (turned on). Flash memory cards require the Microsoft FlashFile System to be loaded. Hard drives on flash mass storage cards require the PC Card ATA driver to be loaded.	Install driver.
	You are trying to access the hard drive card using the wrong drive letter.	Double-click My Computer to verify the drive letter assigned to the card.
	The card is not supported.	Contact your Compaq authorized service provider for a list of PC Cards tested successfully in Compaq PC Card platforms.

Solving Power Problems

Also see "Solving Battery and Battery Gauge Problems" in this section.

Solving Power Problems		
Problem	Probable Cause	Solution(s)
Computer won't turn on and battery pack is not inserted.	Computer is not connected to a power source. Power cords to the external power source are unplugged.	Insert battery or connect an external power source. Ensure that power cords connecting the computer and the external power source are plugged in properly.
	Power adapter is defective.	Replace AC Adapter and restart.
Computer turned off while it was left unattended and the power icon is off.	System board is defective. System initiated Hibernation due to a critical low-battery condition.	Replace the system board. Replace the battery pack with a fully charged battery pack or connect the computer to an external power source. Then turn on the computer.
	System initiated Hibernation after a preset timeout.	Turn on the computer.

Solving Printer Problems

If you experience problems printing, run a printer self-test. Refer to the documentation provided with your printer for instructions. If the self-test fails, it is a printer-specific problem. Also refer to the printing section of your application documentation.

Solving Printer Problems		
Problem	Probable Cause	Solution(s)
Printer will not turn on.	The signal cable may not be connected properly, or the printer is unplugged.	Ensure that the signal cable is properly connected and that the power cord is connected to the electrical outlet.
Printer will not print.	Printer is not turned on or is off line. The device drivers for your application are not installed. Printer that is set up for a network is not connected to the network. Printer cable is too long, unshielded, or defective. Paper tray is empty.	Turn the printer on and set it to on line. Refer to the printer documentation to install the correct printer driver. Connect the printer to the network. Replace the cable. Fill the paper tray with paper and set the printer to on line.
Printer prints garbled information.	Correct printer drivers are not installed. Cable is not connected properly. Cable is defective.	Refer to the printer documentation to install the correct printer driver. Ensure that the printer signal cable is properly connected to the computer. Replace the printer cable and retest.
Cursor skips or moves abnormally when using the Touch Pad.	The Touch Pad needs to be cleaned.	Clean the Touch Pad with a cloth dampened with alcohol or ammonia-based glass cleaner. Wipe up liquid with a dry cloth.

Solving Touch Pad/Pointing Device Problems

Some common causes and solutions for Touch Pad/pointing device problems are listed in the following table.

Solving Touch Pad/Pointing Device Problems		
Problem	Cause	Solution(s)
Touch Pad or mouse does not work.	Incorrect or no device driver is installed.	Install the device driver and add to the AUTOEXEC.BAT file or CONFIG.SYS file.
	The device driver is not installed in Windows.	Install the Touch Pad/mouse driver in Windows.
External mouse does not work.	Mouse is not securely connected or is connected to an incorrect external connector.	Ensure that the mouse is securely connected to the appropriate external connector.
Touch Pad or mouse does not work even though the device is enabled in Windows.	Mouse is not enabled.	Enter MOUSE at the system prompt to activate the mouse device driver. Add a line in the AUTOEXEC.BAT file to automatically activate the mouse device driver each time computer is turned on or restarted.
	Cable not properly seated in Touch Pad board. Defective Touch Pad board. Defective system board.	Reseat cable. Replace Touch Pad board. Replace system board.
	Device driver is not correctly installed in Windows.	Install the appropriate Windows device driver in Windows.
Cursor skips or moves abnormally when using the Touch Pad.	The Touch Pad needs to be cleaned.	Clean the Touch Pad with a cloth dampened with alcohol or ammonia-based glass cleaner. Wipe up liquid with a dry cloth.

Maintenance & Service Guide

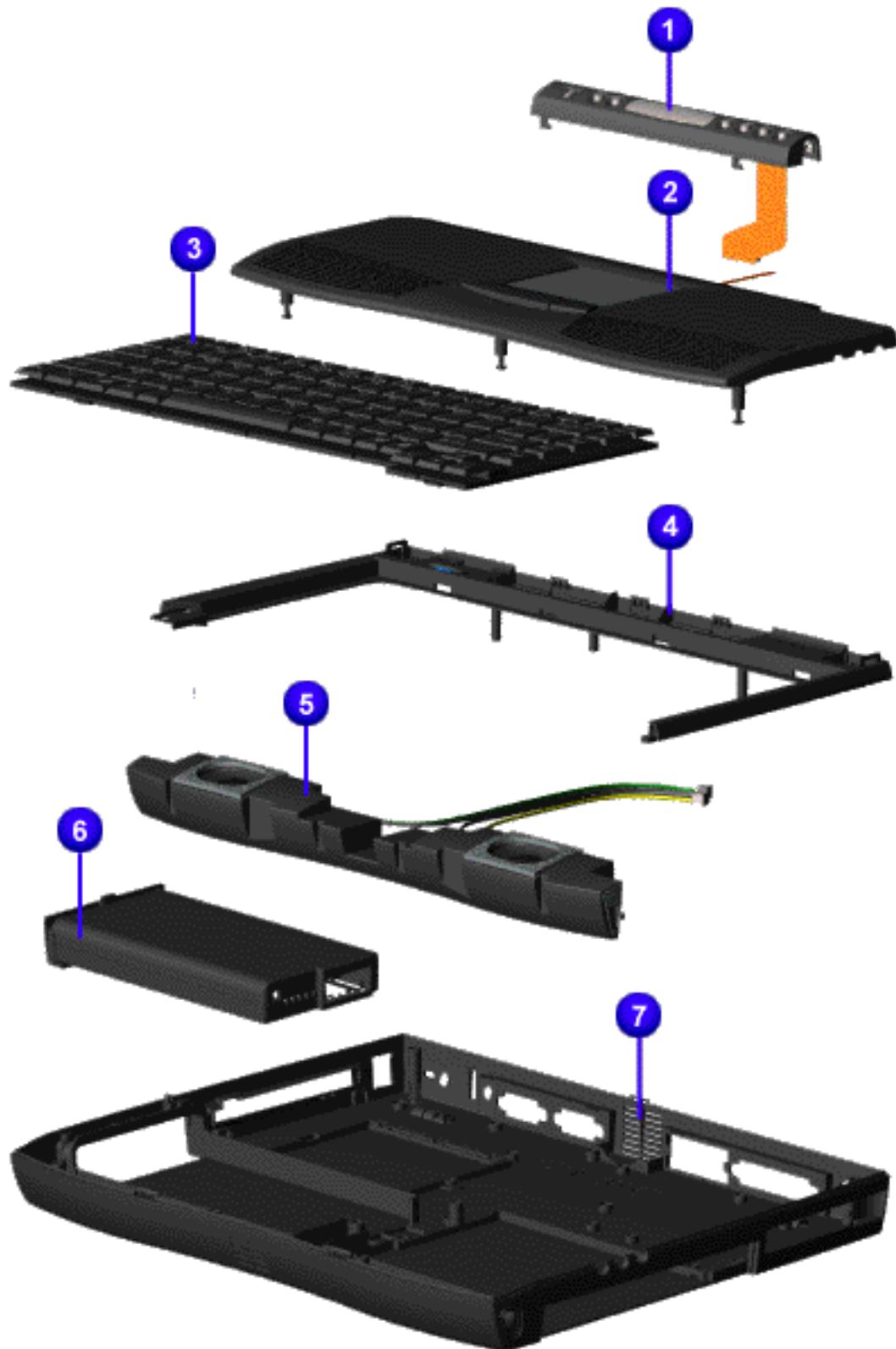
Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

System Unit

System Unit
Boards
Display Assembly
Mass Storage Devices
Miscellaneous Cable Kit
Cables
Miscellaneous Hardware and Plastics Kit
Miscellaneous Parts
Documentation and Software



Description	Spare Part Number
1. Status Panel	293737-001
2. Palmrest Cover	332226-001
3. Keyboards	
4. Upper CPU Cover with Power Switch Connector (Top Plastics)	293739-001
5. Speaker Assembly w/Cable	293883-001
6. Battery Pack, Li ion	330936-001
7. CPU Base Assembly Enclosure, (Bottom Plastics)	331156-001

Maintenance & Service Guide

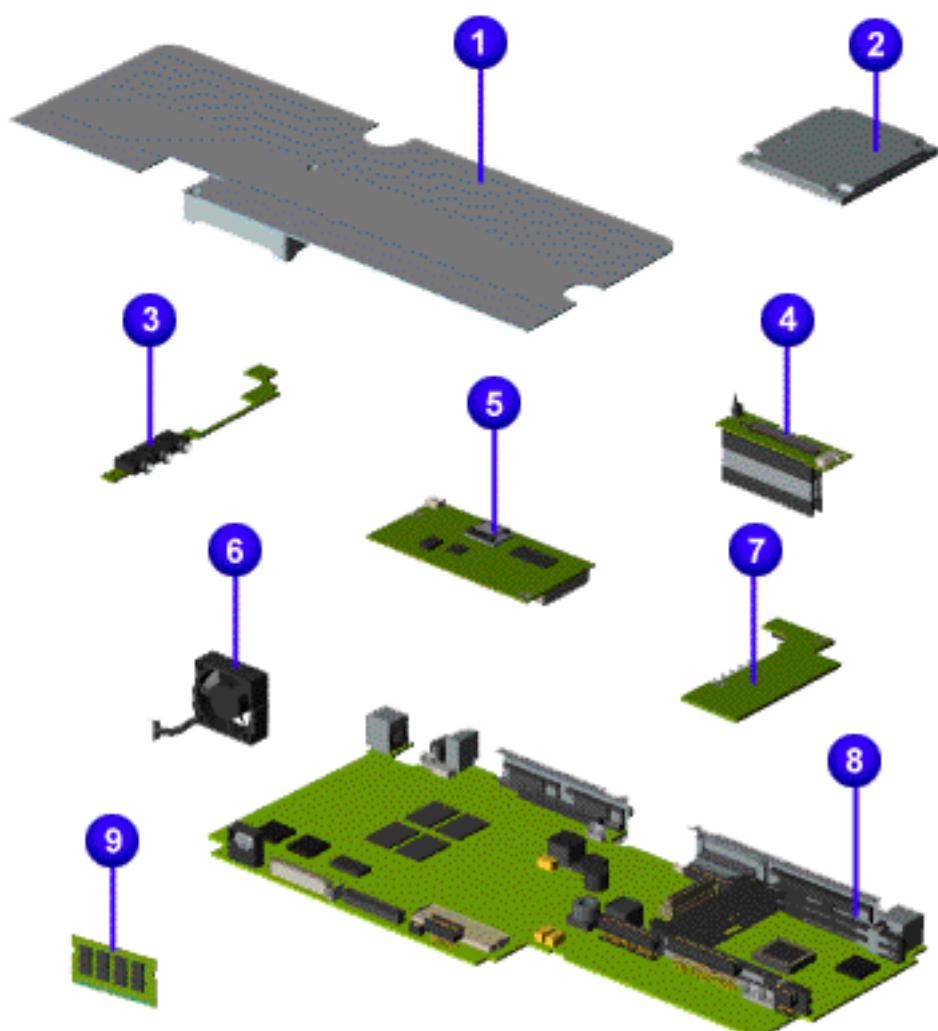
Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Boards

System Unit
Boards
Display Assembly
Mass Storage Devices
Miscellaneous Cable Kit
Cables
Miscellaneous Hardware and Plastics Kit
Miscellaneous Parts
Documentation and Software



Description	Spare Part Number
1. Heatspreader	331164-001
2. Processors	
3. Audio Board	331010-001
4. LCD Interface Board TFT w/header	293156-001
5. Modems	
6. Fan w/Cable	332228-001
7. Voltage Converter	331019-001
8. System Board, w/o processor	331009-001
System Board, w/o processor	347731-001
9. Memory Module 16-MB 32-MB 64-MB	293726-001 293727-001 332208-001

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

[System Unit](#)

[Boards](#)

[Display
Assembly](#)

[Mass Storage
Devices](#)

[Miscellaneous
Cable Kit](#)

[Cables](#)

[Miscellaneous
Hardware and
Plastics Kit](#)

[Miscellaneous
Parts](#)

[Documentation
and Software](#)



Description	Spare Part Number
Display Assembly w/Cable, 13.3 inch TFT	331012-001

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Mass Storage Devices

[System Unit](#)

[Boards](#)

[Display](#)

[Assembly](#)

[Mass Storage
Devices](#)

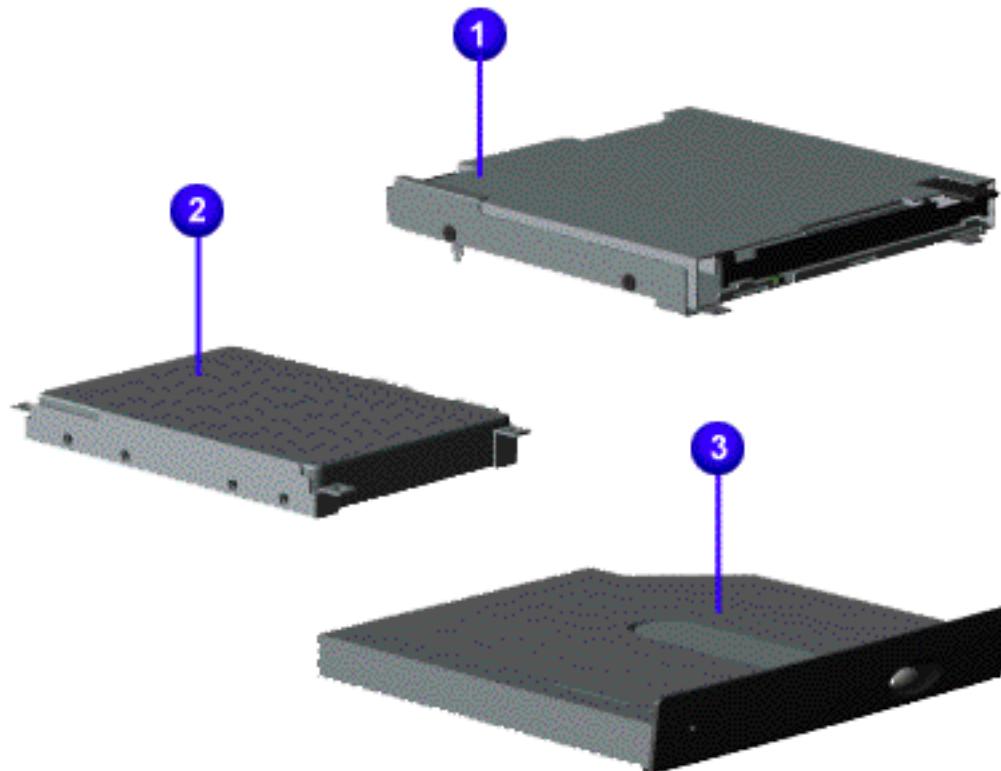
[Miscellaneous
Cable Kit](#)

[Cables](#)

[Miscellaneous
Hardware and
Plastics Kit](#)

[Miscellaneous
Parts](#)

[Documentation
and Software](#)



Description	Spare Part Number
1. Diskette Drive w/Cable, 1.44 MB, 3.5 inch	331165-001
2. Hard Drives	
3. 24x MAX CD Drive	330967-001
3. DVD Drive	347549-001

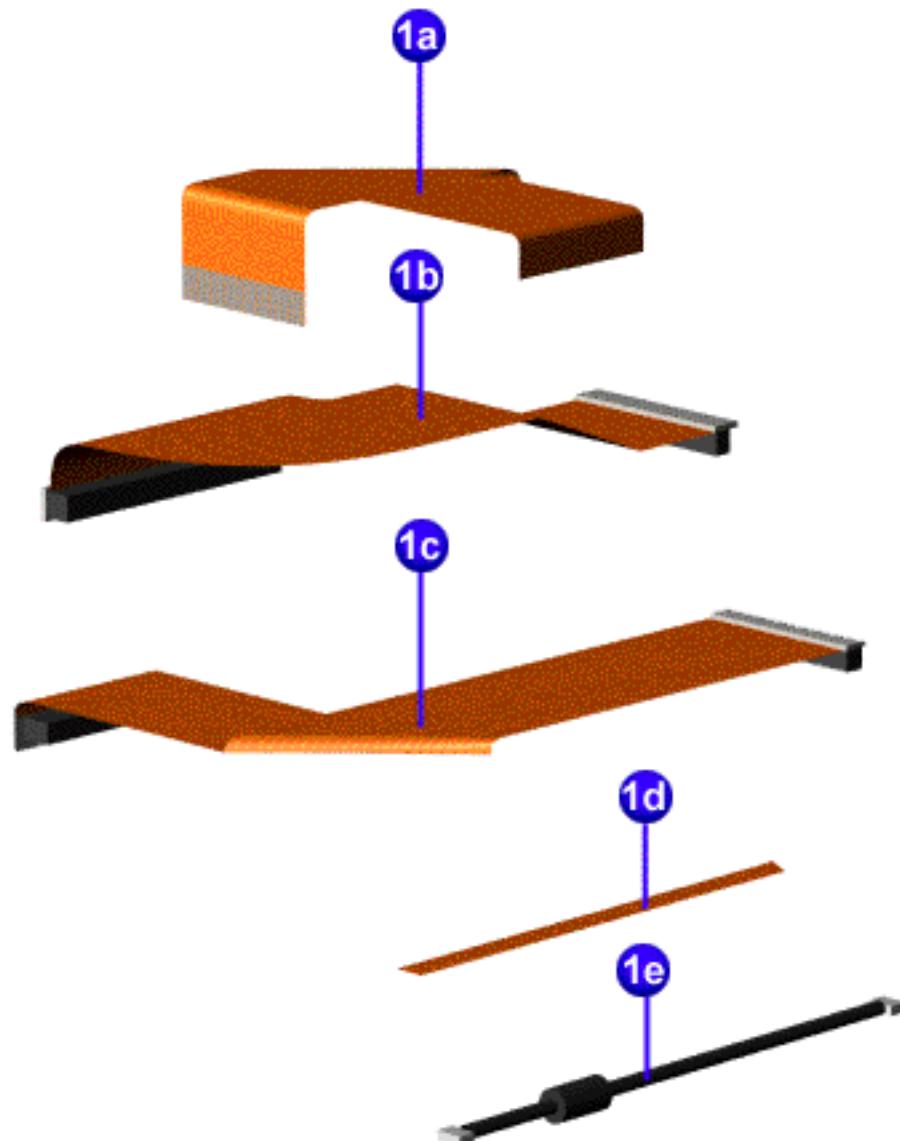
Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Miscellaneous Cables Kit



Miscellaneous Cables Kit
Spare Part Number: 331167-001

Description	Quantity
1a. Cable, Diskette Drive	1
1b. Cable, Hard Drive	1
1c. Cable, CD/DVD Drive	1
1d. Cable, TouchPad SW Board	1
1e. Cable, Fax/Modem	1

System Unit
Boards
Display Assembly
Mass Storage Devices
Miscellaneous Cable Kit
Cables
Miscellaneous Hardware and Plastics Kit
Miscellaneous Parts
Documentation and Software

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

[System Unit](#)

[Boards](#)

[Display Assembly](#)

[Mass Storage Devices](#)

[Miscellaneous Cable Kit](#)

[Cables](#)

[Miscellaneous Hardware and Plastics Kit](#)

[Miscellaneous Parts](#)

[Documentation and Software](#)

Power Cords

Description	Spare Part Number
Power Cord	

Modem Cables

Description	Spare Part Number
1. Modem	

Maintenance & Service Guide

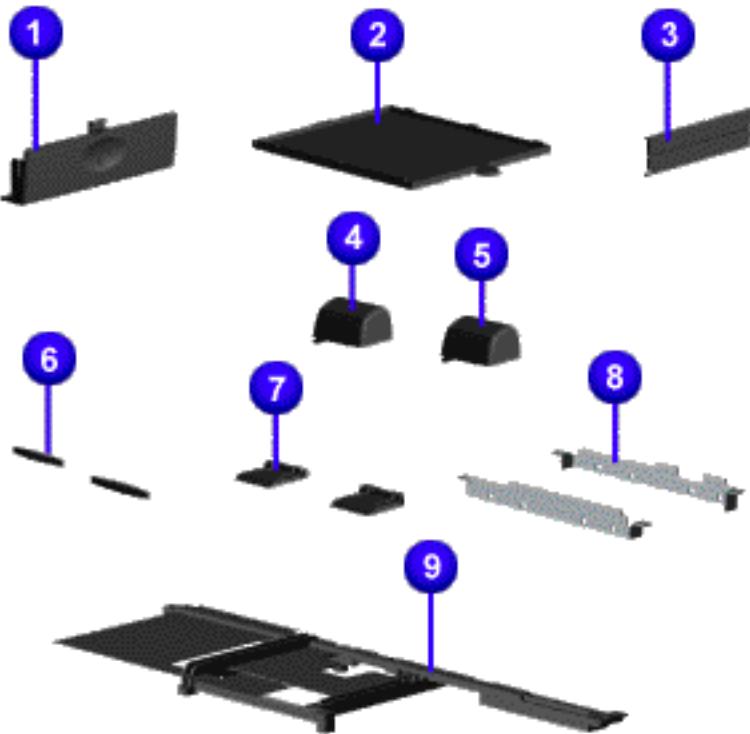
Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Miscellaneous Hardware and Plastics Kit

System Unit
Boards
Display Assembly
Mass Storage Devices
Miscellaneous Cable Kit
Cables
Miscellaneous Hardware and Plastics Kit
Miscellaneous Parts
Documentation and Software



Miscellaneous Hardware and Plastics Kit
Spare Part Number: 293761-001

Description	Quantity
1. Door, Battery Pack	1 each
2. Cover, Memory Module	1 each
3. Door, PCMCIA	2 each
4. Hinge (Clutch) Cover, Left	1 each
5. Hinge (Clutch) Cover, Right	1 each
6. Rubber Foot	10 each
7. Stand Foot (plastic)	10 each
8. Hard Drive Mounting Bracket	1 each
9. Stiffener Bracket	1 each

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

[Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Miscellaneous Parts

[System Unit](#)

[Boards](#)

[Display Assembly](#)

[Mass Storage Devices](#)

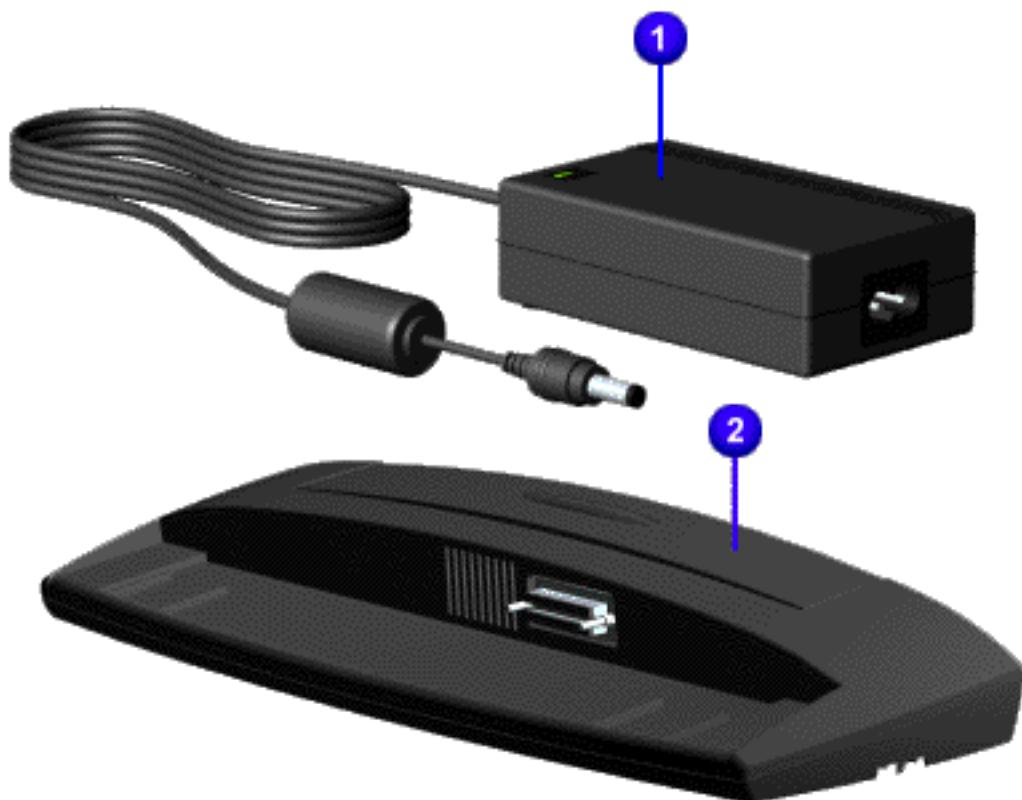
[Miscellaneous Cable Kit](#)

[Cables](#)

[Miscellaneous Hardware and Plastics Kit](#)

[Miscellaneous Parts](#)

[Documentation and Software](#)



Description	Spare Part Number
1. AC Adapter	298239-001
2. Port Replicator	293857-001
Clock Battery (Not Shown)	117099-001
Miscellaneous Screw Kit (Not Shown)	293760-001
Logo Kit (Not Shown)	203727-001
Return Kit (Not Shown)	293799-001
PCMCIA Bracket (Not Shown)	331166-001

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Documentation and Software

[System Unit](#)

[Boards](#)

[Display Assembly](#)

[Mass Storage Devices](#)

[Miscellaneous Cable Kit](#)

[Cables](#)

[Miscellaneous Hardware and Plastics Kit](#)

[Miscellaneous Parts](#)

Documentation and Software

Description	Spare Part Number
Quick Restore CD	
	Not Available
Quick Reference Guide	
QuickFind for Windows, North America, Latin America, Asia Pacific	
QuickFind for Windows, Europe, Middle East, Africa	

* QuickFind is updated monthly. To complete the QuickFind part number, add the suffix from the table below for the desired month. If you do not specify the 3-digit suffix, the default is the current month in which the order is placed.

QuickFind Part Number Suffix

Suffix	Month	Suffix	Month
-001	January	-007	July
-002	February	-008	August
-003	March	-009	September
-004	April	-010	October
-005	May	-011	November
-006	June	-012	December

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Electrostatic Discharge

A sudden discharge of static electricity from a finger or other conductor can destroy static-sensitive devices or microcircuitry. Often the spark is neither felt nor heard, but damage occurs. An electronic device exposed to electrostatic discharge (ESD) may not be affected at all and will work perfectly throughout a normal cycle. Although, it may function normally for a while, then degrade in the internal layers, reducing its life expectancy.

Networks built into many integrated circuits provide some protection, but in many cases, the discharge contains enough power to alter device parameters or melt silicon junctions.

Generating Static

The table shows how different activities generate static electricity and at different electrostatic voltage levels.

Typical Electrostatic Voltages

Event	Relative Humidity		
	10%	40%	55%
Walking across carpet	35,000 V	15,000 V	7,500 V
Walking across vinyl floor	12,000 V	5,000 V	3,000 V
Motions of bench worker	6,000 V	800 V	400 V
Removing DIPS from plastic tubes	2,000 V	700 V	400 V
Removing DIPS from vinyl trays	11,500 V	4,000 V	2,000 V
Removing DIPS from Styrofoam	14,500 V	5,000 V	3,500 V
Removing bubble pack from PCBs	26,000 V	20,000 V	7,000 V
Packing PCBs in foam-lined box	21,000 V	11,000 V	5,000 V
NOTE: 700 volts can degrade a product.			

[Return to Removal & Replacement Procedures](#)

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Service Considerations

Listed below are some of the considerations that you should keep in mind during the disassembly and assembly of the computer.

Tool and Software Requirements

To service the computer, you need the following:

- Compaq screwdriver kit (Spare Part No. 161946-001)
- Torx T-9 screwdriver
- 5mm nut drivers (for screwlocks and standoffs)
- Small, standard screwdriver
- Small, Phillips screwdriver
- Plastic shroud
- Diagnostics software

Screws

The screws used in the computer are not interchangeable. If an incorrect screw is used during the reassembly process, it can damage the unit. Compaq strongly recommends that all screws removed during disassembly be kept with the part that was removed, then returned to their proper locations.

IMPORTANT: As each subassembly is removed from the computer, it should be placed away from the work area to prevent damage.

[Return to Removal & Replacement Procedures](#)

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Cables and Connectors

Most cables used throughout the unit are ribbon cables. Cables must be handled with extreme care to avoid damage. Apply only the tension required to seat or unseat the cables during insertion or removal from the connector. Handle cables by the connector whenever possible. In all cases, avoid bending, twisting, or tearing the cables, and ensure that the cables are routed in such a way that they cannot be caught or snagged by parts being removed or replaced.

Cables

Use the following precautions when handling cables to avoid damage to the cable or computer:

- Always handle cables by their connectors.
- Avoid bending, twisting, or pulling on the cables.
- Apply minimum required force when seating or unseating the cables from their connectors.
- Place the cables in such a manner that they cannot be caught or snagged by parts being removed or replaced.
- Handle flex cables with extreme care; they can tear easily.



CAUTION: When serving these computers, ensure that cables are placed in their proper location during the reassembly process. Improper cable placement can cause severe damage to the unit.

Select the desired illustration.

Removing a Cable from a [ZIF Connector](#).

The ribbon cable position for the [3.2-GB, 4.0-GB, and 6.4-GB hard drive](#).

The ribbon cable position for the [CD or DVD drive](#).

The ribbon cable position for the [diskette drive](#).

The cable position for the [speaker assembly](#).

Plastic Parts

Plastic parts can be damaged by the use of excessive force during disassembly and reassembly. When handling the plastic parts, use care. Apply pressure only at the points designated in the maintenance instructions.

[Back to Top of Page](#)

[Return to Removal & Replacement Procedures](#)

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

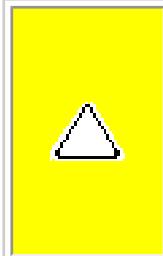
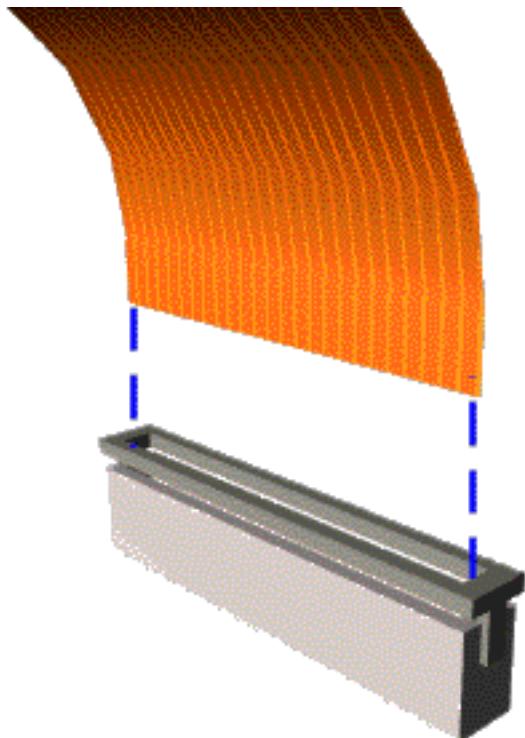
| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)

Illustrated Parts Catalog | **Removal & Replacement Procedures** | **Specifications**

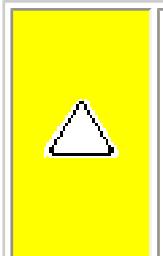
[Pin Assignments](#) | [Battery Pack Operations](#)

ZIF Connectors

The computer uses a zero insertion force (ZIF) connector for the keyboard cable to the system board. To remove a cable from a ZIF connector, lift both corners of the ZIF connector and slide simultaneously with constant light force.



CAUTION: A ZIF connector and its attached cable can be easily damaged. Handle only the connector slide when removing or replacing a cable. Never pull or twist on the cable while it is connected.



CAUTION: When servicing this computer, ensure that cables are placed in their proper location during the reassembly process. Improper cable placement can damage the computer.

Back to [Cables and Connectors](#).

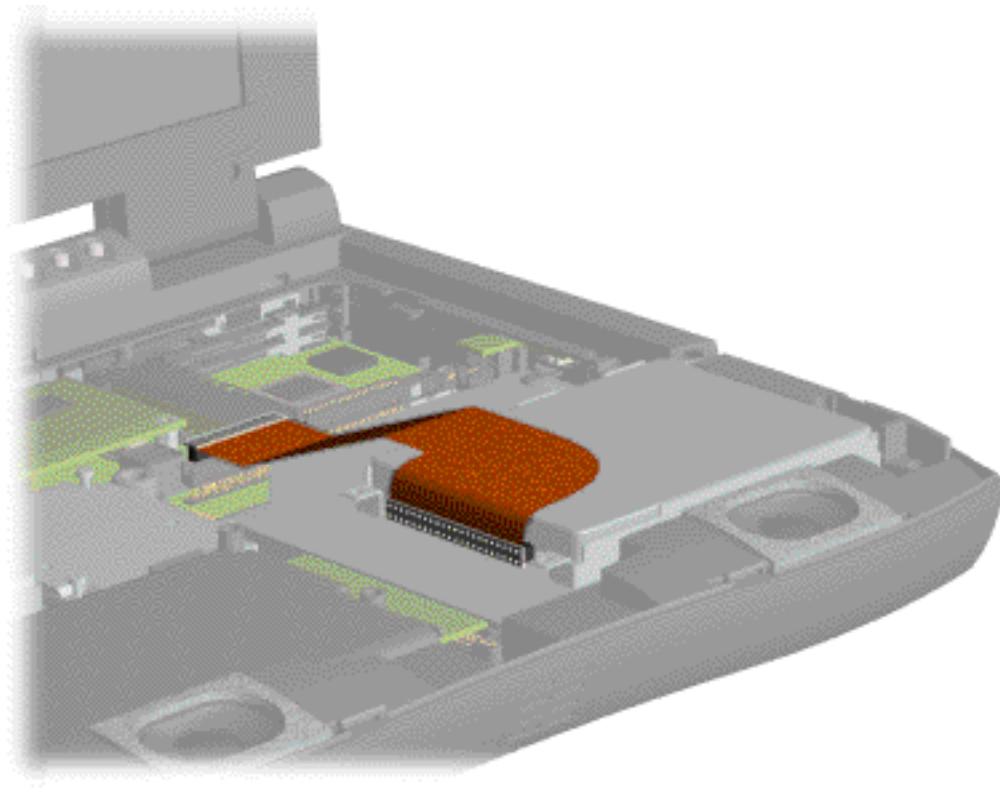
Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

The ribbon cable position for the 3.2-GB, 4.0-GB, or 6.4-GB hard drive.



Back to [Cables and Connectors](#).

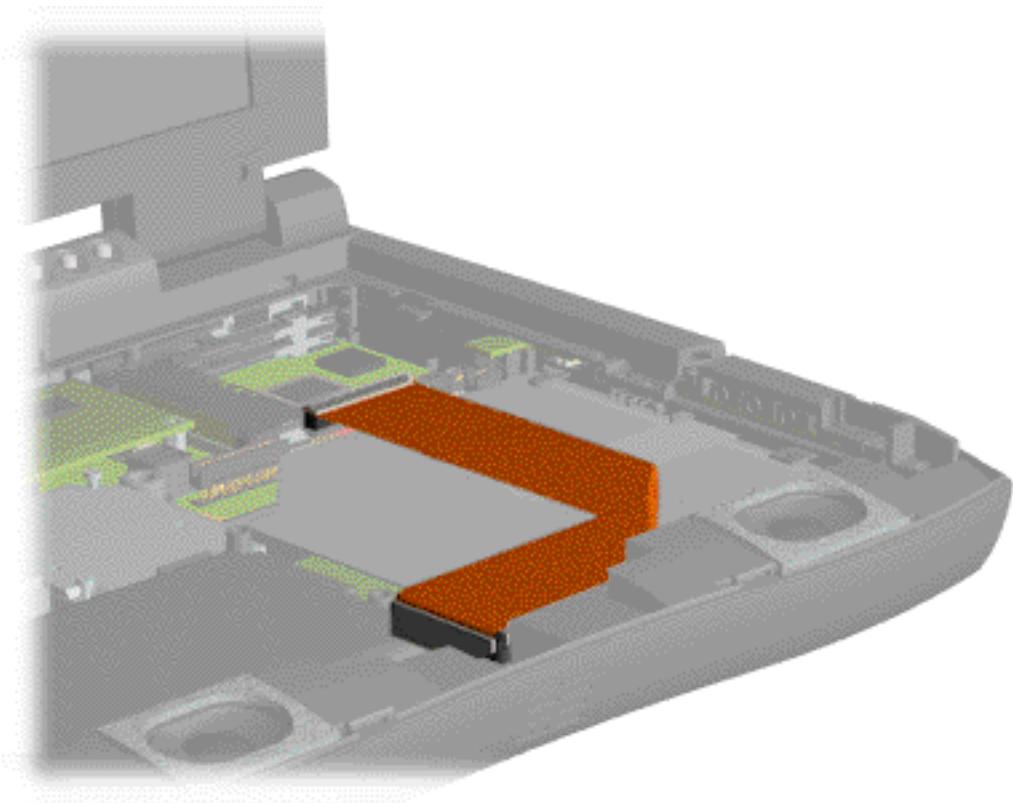
Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

The ribbon cable position for the CD drive.



Back to [Cables and Connectors](#).

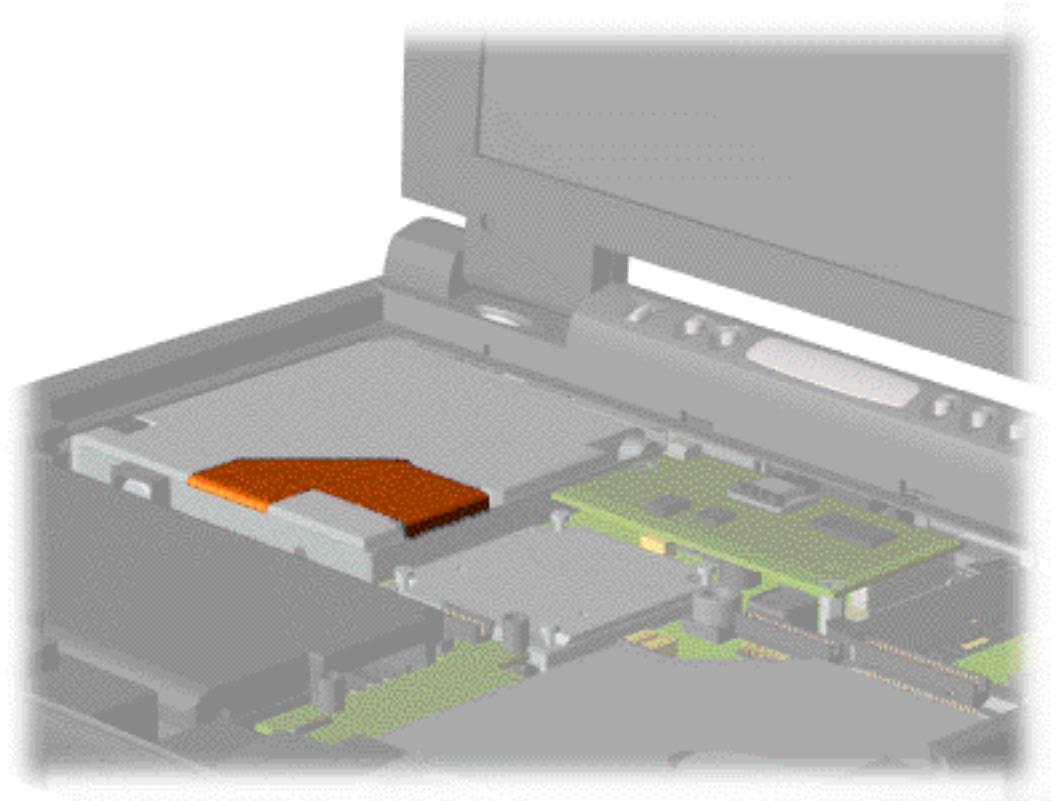
Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

The ribbon cable position for the diskette drive.



Back to [Cables and Connectors](#).

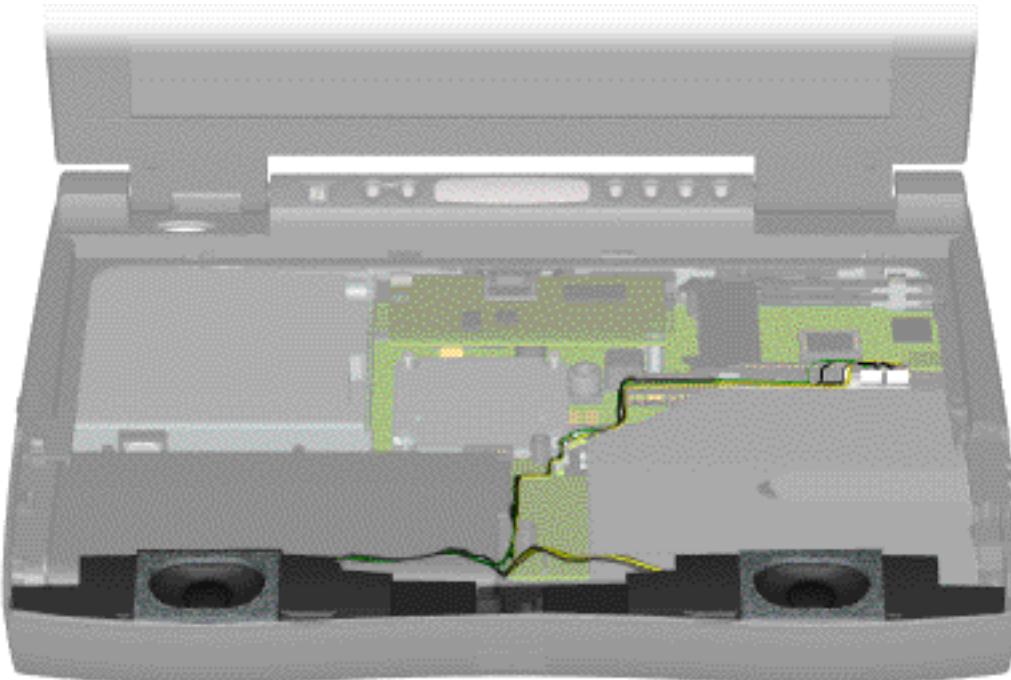
Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

The cable position for the speaker assembly.



Back to [Cables and Connectors](#).

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Preparing the Computer for Disassembly

[Electrostatic Discharge](#)

[Service Considerations](#)

[Cables and Connectors](#)

[Preparing the Computer for Disassembly](#)

[Battery Pack](#)

[Palmrest Cover with Touch Pad](#)

[Keyboard](#)

[Heatspreaders](#)

[Modem](#)

[Processor](#)

[Status Panel](#)

[Interface Board](#)

[Hard Drives](#)

[Battery](#)

[Charger Board](#)

[CD or DVD](#)

[Drive](#)

[Display Panel Assembly](#)

[Upper CPU](#)

[Cover](#)

[Speaker Assembly](#)

[Diskette Drive](#)

[Fan Assembly](#)

[Audio Board](#)

[System Board](#)

[Memory Module](#)

Before beginning removal and replacement procedures, complete the following procedures:

1. Disconnect AC power and any external devices.
2. Remove the battery pack.
3. Remove any PC Cards.

IMPORTANT: The battery pack should be removed before performing any internal maintenance on the computer.

WARNING: Metal objects can damage the battery pack as well as the battery contacts in the battery compartment. To prevent damage, do not allow metal objects to touch the battery contacts. Place only the battery pack for the Compaq Presario 1800 Series Portable Computers into the battery compartment. Do not force the battery pack into the bay if insertion does not occur easily.



CAUTION: Do not crush, puncture, or incinerate the battery pack. Do not open a battery pack, as this damages the pack, makes it unusable, and exposes potentially harmful battery components. There are no field-serviceable parts located inside the battery pack.



NOTE: The Compaq Presario 1800 Series Portable Computers have several screws of various sizes which are **not** interchangeable. Care must be taken during reassembly to ensure that the correct screws are used in their correct location. During removal please keep respective screws with their associate sub-assembly.



Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

[Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Removing the Keyboard

[Electrostatic Discharge](#)

[Service Considerations](#)

[Cables and Connectors](#)

[Preparing the Computer for Disassembly](#)

[Battery Pack](#)

[Palmrest Cover with Touch Pad](#)

[Keyboard](#)

[Heatspreaders](#)

[Modem](#)

[Processor](#)

[Status Panel](#)

[Interface Board](#)

[Hard Drives](#)

[Battery](#)

[Charger Board](#)

[CD or DVD Drive](#)

[Display Panel Assembly](#)

[Upper CPU Cover](#)

[Speaker Assembly](#)

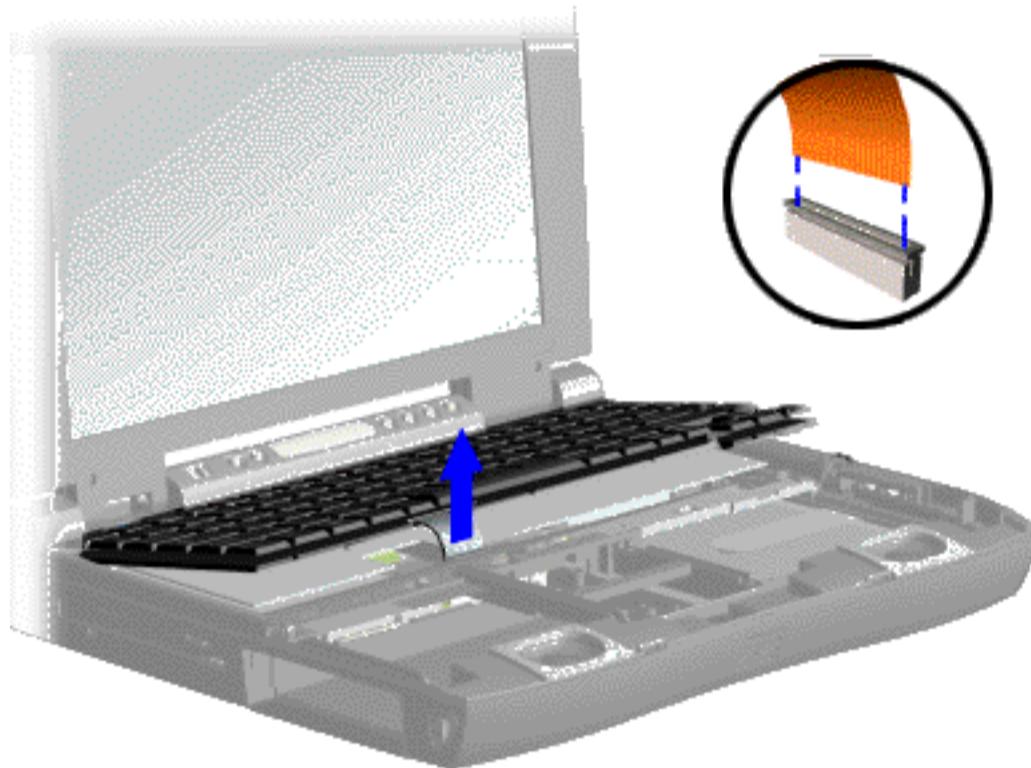
[Diskette Drive](#)

[Fan Assembly](#)

[Audio Board](#)

[System Board](#)

[Memory Module](#)



To remove the keyboard, complete the following steps:

1. [Prepare the computer for disassembly](#).
2. [Remove the palmrest cover with touch pad](#).
3. Gently lift up the front of the keyboard and disconnect the flex cable from the ZIF connector on the system board.

To remove a cable from a ZIF connector, lift both corners of the ZIF connector and slide simultaneously with constant light force.

NOTE: Then remove the cable. Refer to the section on [Cables and Connectors](#) for more information on removing a cable from the ZIF connector.

[Next Step](#)

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Removing the Heatspreader

[Electrostatic
Discharge](#)

[Service
Considerations](#)

[Cables and
Connectors](#)

[Preparing the
Computer for
Disassembly](#)

[Battery Pack](#)

[Palmrest
Cover with
Touch Pad](#)

[Keyboard](#)

[Heatspreader](#)

[Modem](#)

[Processor](#)

[Status Panel](#)

[Interface
Board](#)

[Hard Drives](#)

[Battery
Charger Board](#)

[CD or DVD
Drive](#)

[Display Panel
Assembly](#)

[Upper CPU
Cover](#)

[Speaker
Assembly](#)

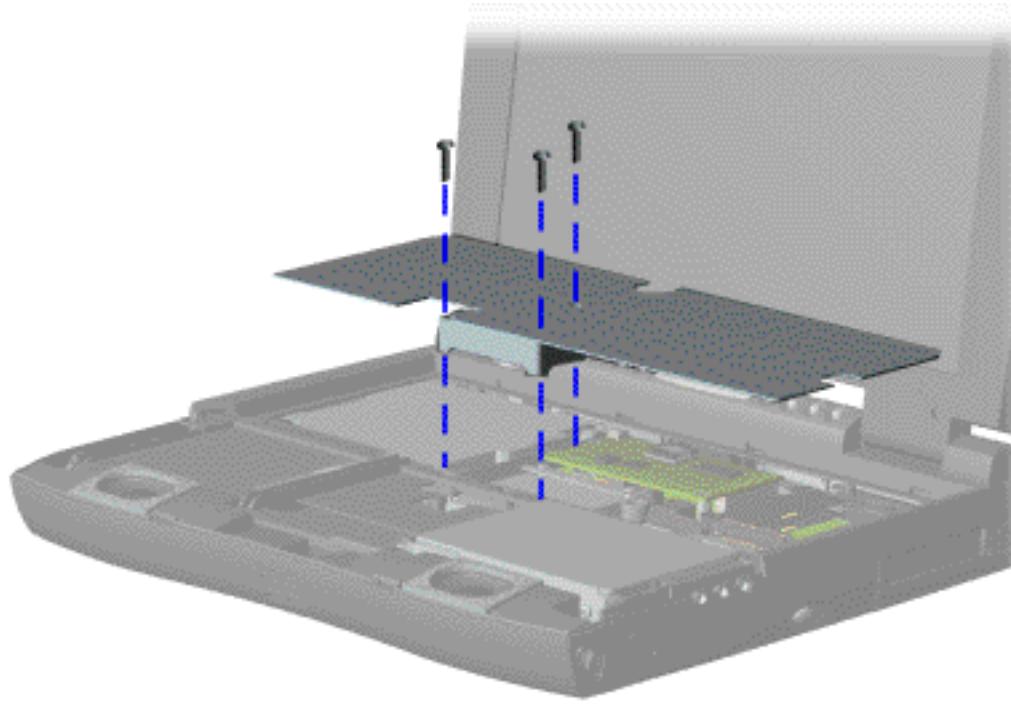
[Diskette Drive](#)

[Fan Assembly](#)

[Audio Board](#)

[System Board](#)

[Memory
Module](#)



To remove the heatspreader, complete the following steps:

1. [Prepare the computer for disassembly](#).

2. Remove the [palmrest cover with touch pad](#).

3. Remove the [keyboard](#).

4. Remove three screws from the heatspreader and lift out of the chassis.

To replace the heatspreader, reverse the previous procedures.

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Removing the Modem

[Electrostatic
Discharge](#)

[Service
Considerations](#)

[Cables and
Connectors](#)

[Preparing the
Computer for
Disassembly](#)

[Battery Pack](#)

[Palmrest
Cover with
Touch Pad](#)

[Keyboard](#)

[Heatspreaders](#)

[Modem](#)

[Processor](#)

[Status Panel](#)

[Interface
Board](#)

[Hard Drives](#)

[Battery
Charger Board](#)

[CD or DVD
Drive](#)

[Display Panel
Assembly](#)

[Upper CPU
Cover](#)

[Speaker
Assembly](#)

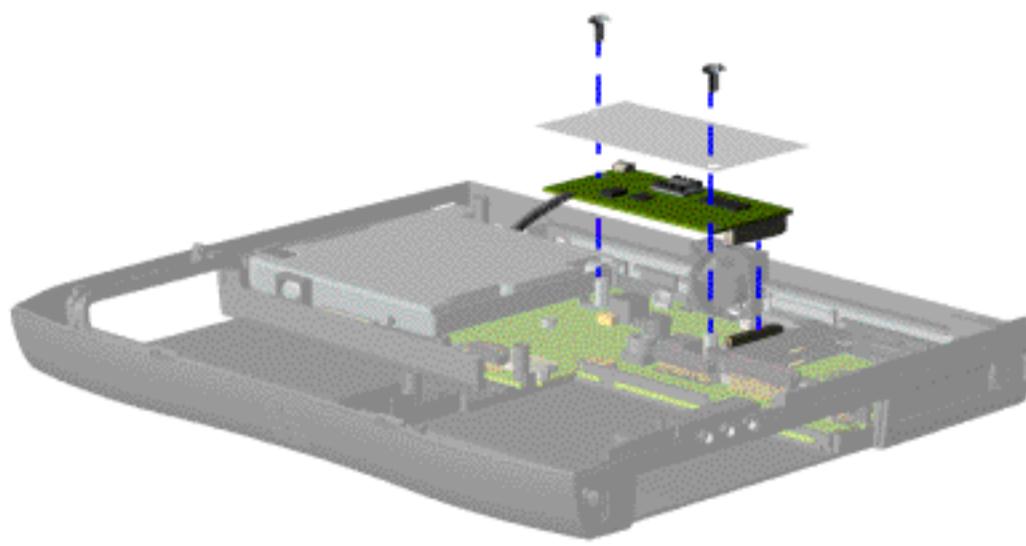
[Diskette Drive](#)

[Fan Assembly](#)

[Audio Board](#)

[System Board](#)

[Memory
Module](#)



To remove the modem and shield, complete the following steps:

1. Prepare the [computer for disassembly](#).

2. Remove the [palmrest cover with touch pad](#).

3. Remove the [keyboard](#).

4. Remove the [heatspreader](#).

5. Remove two screws securing the shield and modem, lift off the shield, and pull the modem off the connector on the system board.

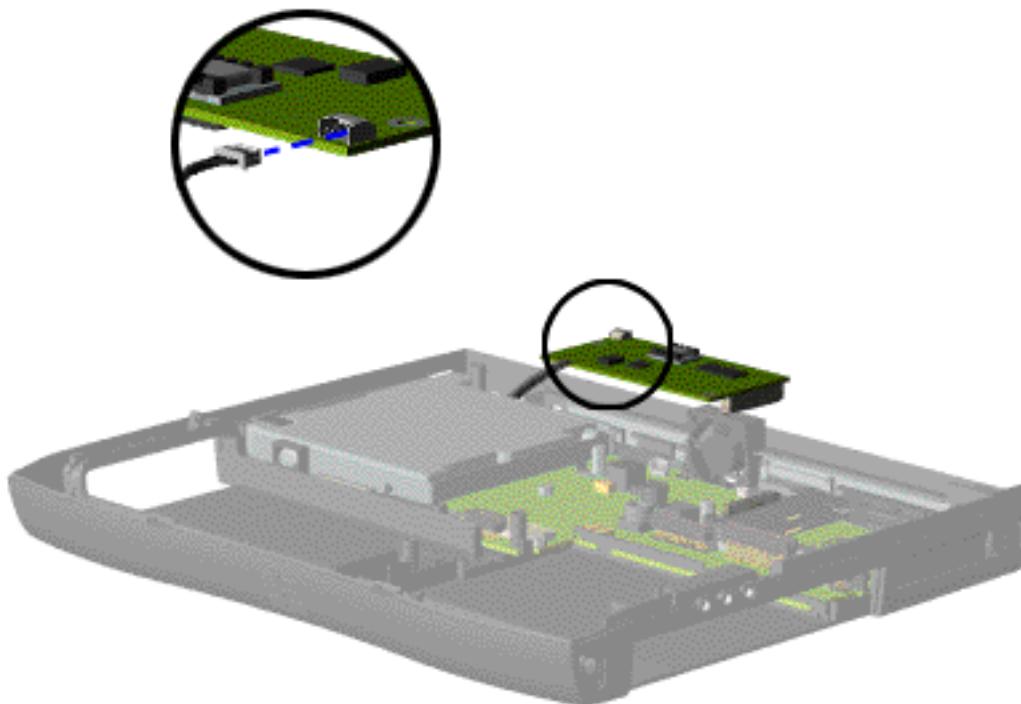
[Next Step](#)

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)



6. Disconnect the modem cable from the modem.

To replace the modem, reverse the previous procedures.

[Return to Removal & Replacement Procedures](#)

Maintenance & Service Guide

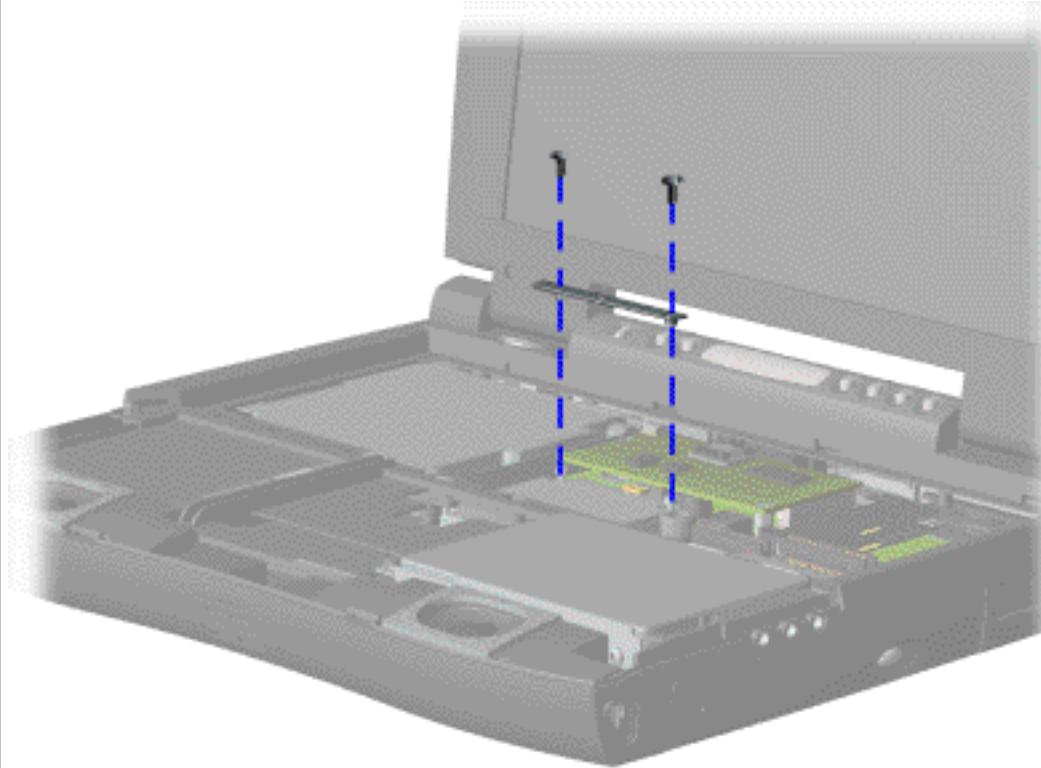
Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Removing the Processor

Electrostatic Discharge
Service Considerations
Cables and Connectors
Preparing the Computer for Disassembly
Battery Pack
Palmrest Cover with Touch Pad
Keyboard
Heatspreaders
Modem
Processor
Status Panel
Interface Board
Hard Drives
Battery Charger Board
CD or DVD Drive
Display Panel Assembly
Upper CPU Cover
Speaker Assembly
Diskette Drive
Fan Assembly
Audio Board
System Board
Memory Module



To remove the processor, complete the following steps:

1. [Prepare the computer for disassembly.](#)
2. [Remove the palmrest cover with touch pad.](#)
3. [Remove the keyboard.](#)
4. [Remove the heatspreaders.](#)
5. [Remove the modem.](#)
6. Remove two screws securing the processor bracket.

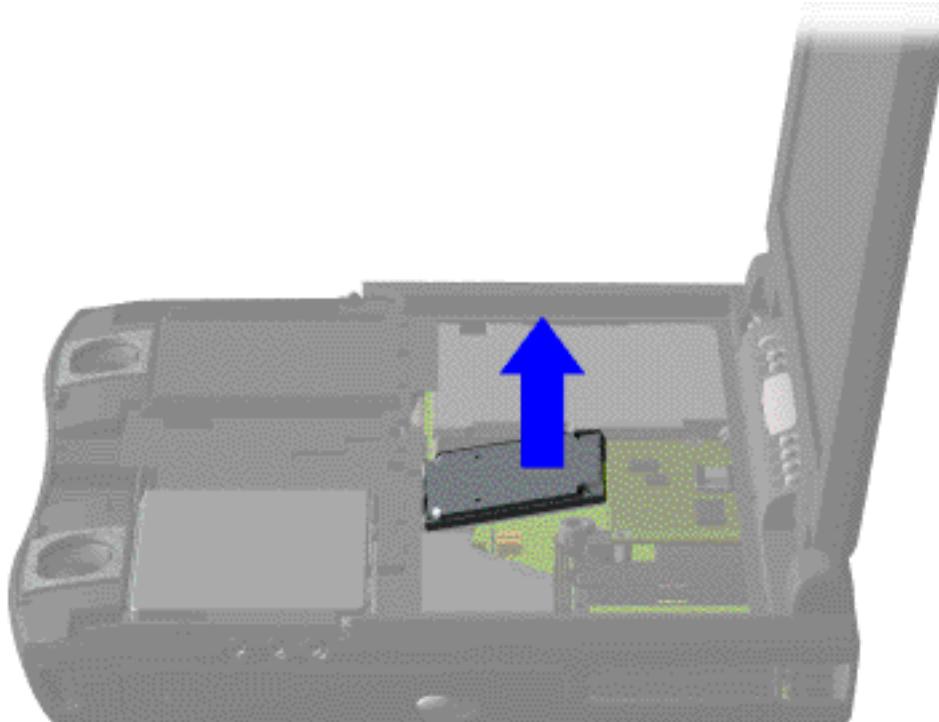
[Next Step](#)

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)



7. Insert a small blade screw driver under the right side on the processor and lift the processor from the chassis slot.

8. Lift the processor out of the processor chassis slot.

To replace the processor complete the following steps:

1. Insert the processor into the chassis slot on the system board and push down into the slot.

2. Replace the processor bracket.

[Return to Removal & Replacement Procedures](#)

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Removing the Status Panel

[Electrostatic
Discharge](#)

[Service
Considerations](#)

[Cables and
Connectors](#)

[Preparing the
Computer for
Disassembly](#)

[Battery Pack](#)

[Palmrest
Cover with
Touch Pad](#)

[Keyboard](#)

[Heatspreaders](#)

[Modem](#)

[Processor](#)

[Status Panel](#)

[Interface
Board](#)

[Hard Drives](#)

[Battery
Charger Board](#)

[CD or DVD
Drive](#)

[Display Panel
Assembly](#)

[Upper CPU
Cover](#)

[Speaker
Assembly](#)

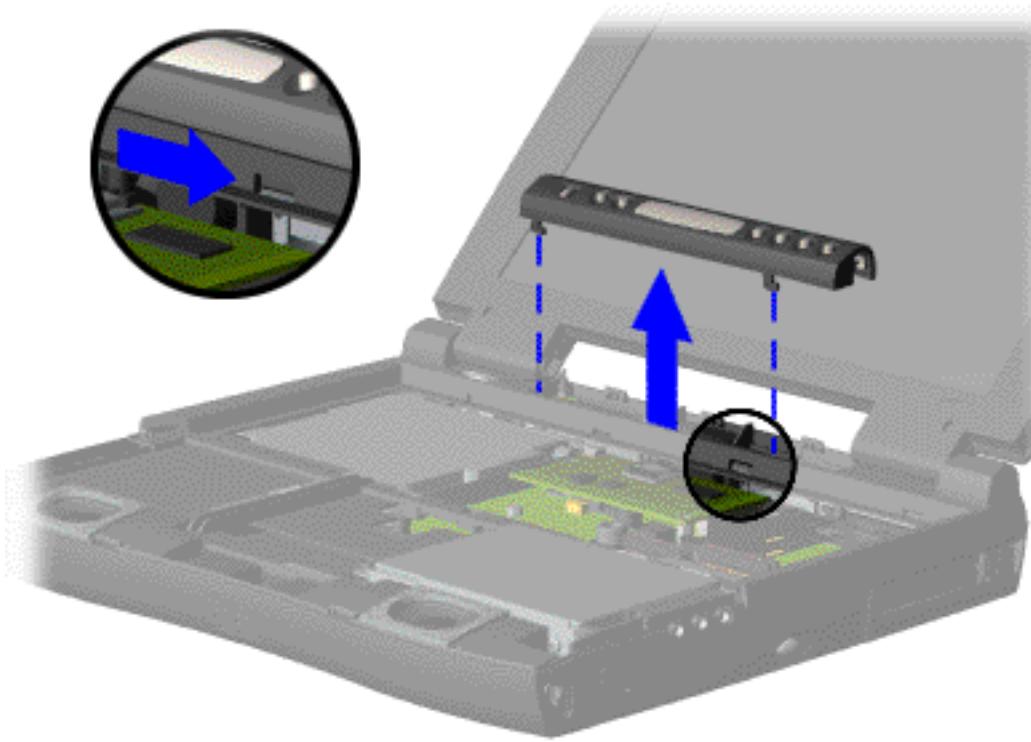
[Diskette Drive](#)

[Fan Assembly](#)

[Audio Board](#)

[System Board](#)

[Memory
Module](#)



To remove the status panel, complete the following steps:

1. [Prepare the computer for disassembly.](#)
2. [Remove the palmrest cover with touch pad.](#)

3. Remove the keyboard.

4. Move the lever (located below the CD Play button on the status panel) to the right to release the status panel cover.

5. Support the front bottom corners of the status panel with the thumb and forefinger. Lift up the status panel off the chassis.

[Next Step](#)

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Removing the Interface Board with Header

[Electrostatic Discharge](#)

[Service Considerations](#)

[Cables and Connectors](#)

[Preparing the Computer for Disassembly](#)

[Battery Pack](#)

[Palmrest Cover with Touch Pad](#)

[Keyboard](#)

[Heatspreaders](#)

[Modem](#)

[Processor](#)

[Status Panel](#)

[Interface Board](#)

[Hard Drives](#)

[Battery Charger Board](#)

[CD or DVD Drive](#)

[Display Panel Assembly](#)

[Upper CPU Cover](#)

[Speaker Assembly](#)

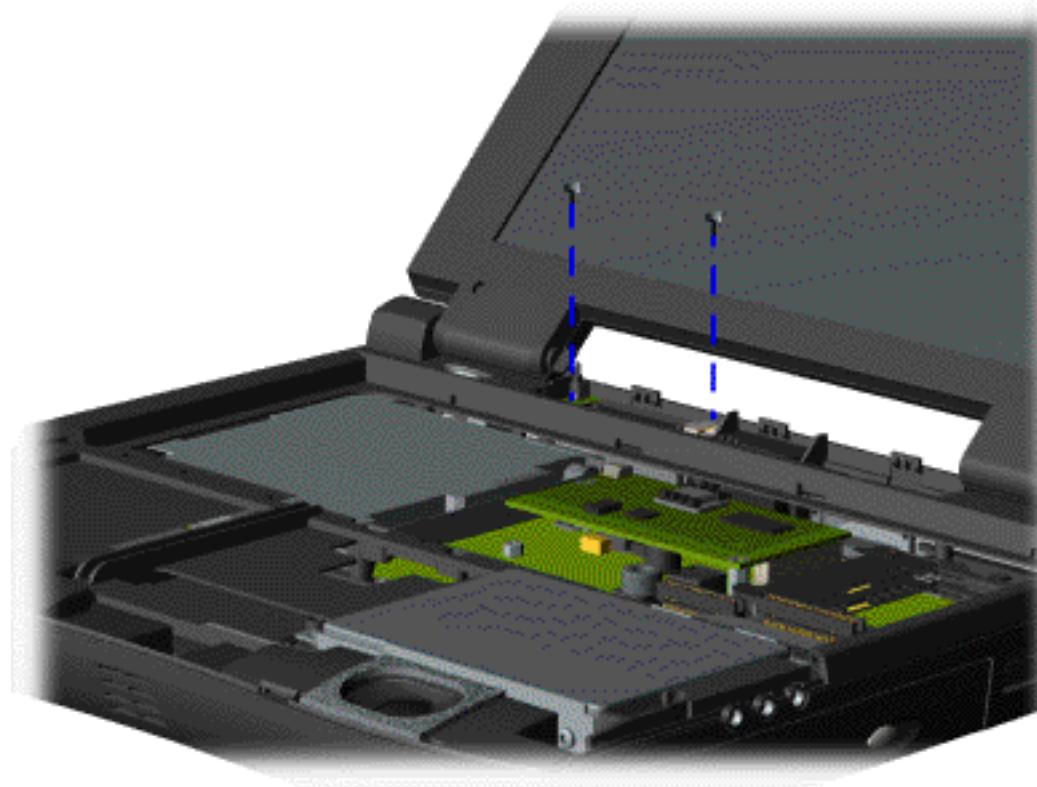
[Diskette Drive](#)

[Fan Assembly](#)

[Audio Board](#)

[System Board](#)

[Memory Module](#)



To remove the interface board with header, complete the following steps:

1. Prepare the computer for disassembly.

2. Remove the palmrest cover with touch pad.

3. Remove the keyboard.

4. Remove the status panel.

5. Remove the two screws from the interface board.

[Next Step](#)

Maintenance & Service Guide

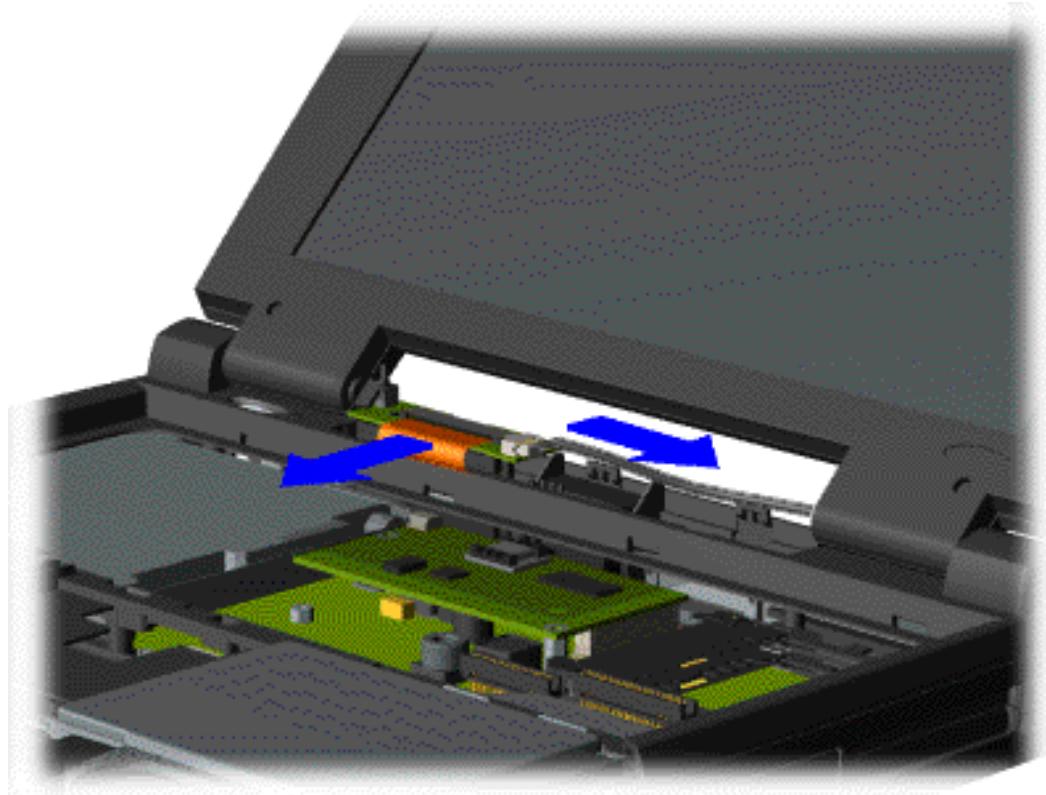
Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

6. Slightly lift the interface board, disconnect the ZIF connector, and backlight power cable from the interface board.

[Next Step](#)

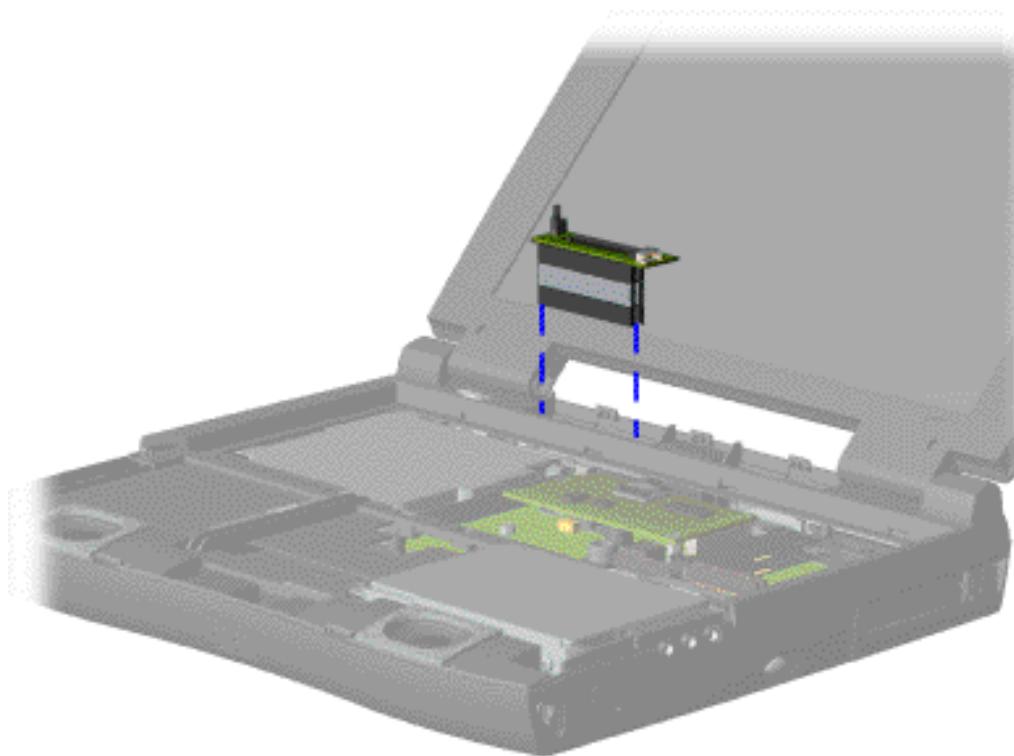


Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)



7. Lift the interface board up with the header attached from the system board.

IMPORTANT:

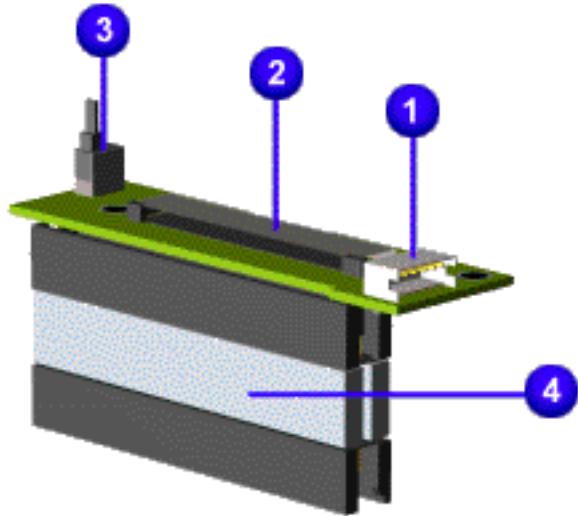
When removing the interface board with the header attached occassionally the header will remain attached to the system board. If this occurs when removing the interface board with the header attached, separate the header from the connector on the system board.

To replace the interface board, reverse the previous procedures.

NOTE:

When replacing interface board, ensure both connectors on the board are properly seated.

[Next Step](#)



The following illustration and table indicates the locations of the connectors on the interface board.

Interface Board Components

Designator	Connector
1. JP1	Backlight Switch
2. JP3	Display Interface ZIF
3. JP4	Inverter/Backlight LIF Connector
4. None	Interface Header

[Return to Removal & Replacement Procedures](#)

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Removing the 3.2-GB, 4.0-GB, or 6.4-GB Hard Drive

[Electrostatic Discharge](#)

[Service Considerations](#)

[Cables and Connectors](#)

[Preparing the Computer for Disassembly](#)

[Battery Pack](#)

[Palmrest Cover with Touch Pad](#)

[Keyboard](#)

[Heatspreaders](#)

[Modem](#)

[Processor](#)

[Status Panel](#)

[Interface Board](#)

[Hard Drives](#)

[Battery Charger Board](#)

[CD or DVD Drive](#)

[Display Panel Assembly](#)

[Upper CPU Cover](#)

[Speaker Assembly](#)

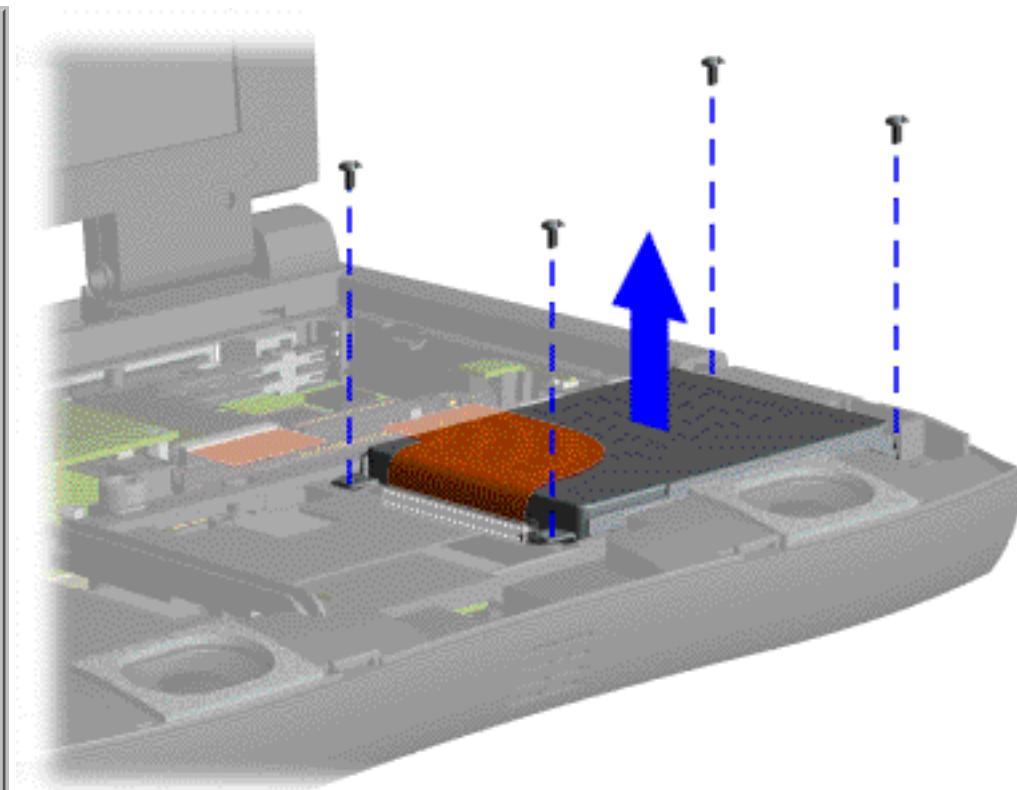
[Diskette Drive](#)

[Fan Assembly](#)

[Audio Board](#)

[System Board](#)

[Memory Module](#)



To remove the hard drive with the hard drive bracket attached, complete the following steps:

1. Prepare the [computer for disassembly](#).

2. Remove the [palmrest cover with touch pad](#).

3. Remove four screws from the hard drive mounting bracket and lift up the hard drive.

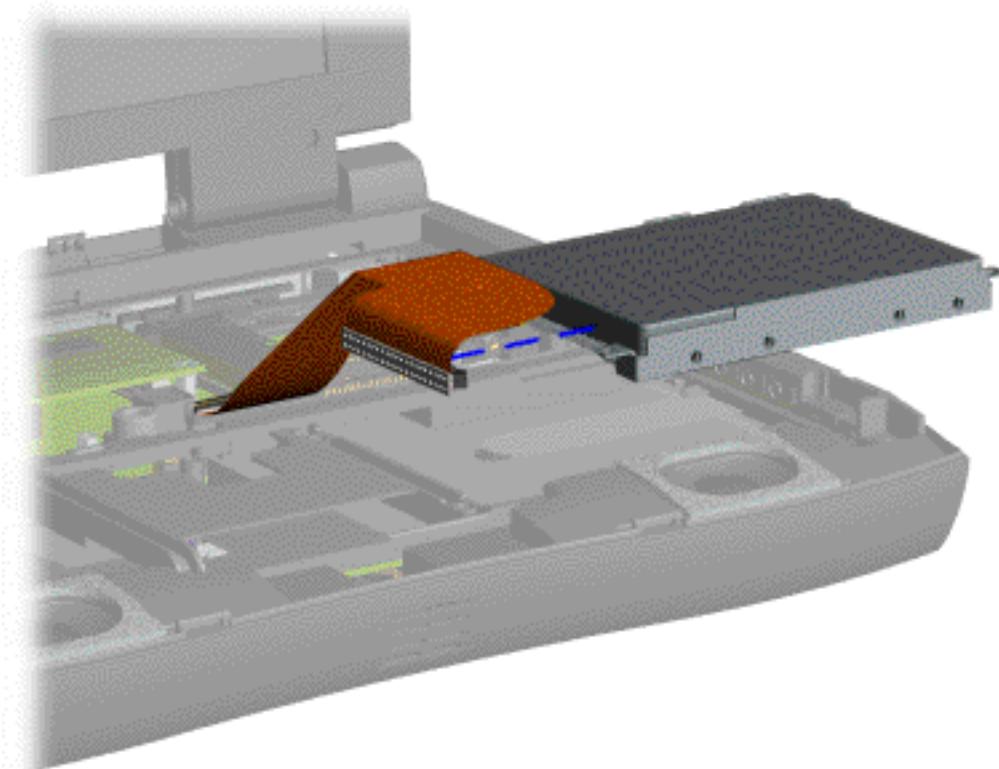
[Next Step](#)

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)



5. Disconnect the hard drive data cable from the hard drive and remove from the chassis.

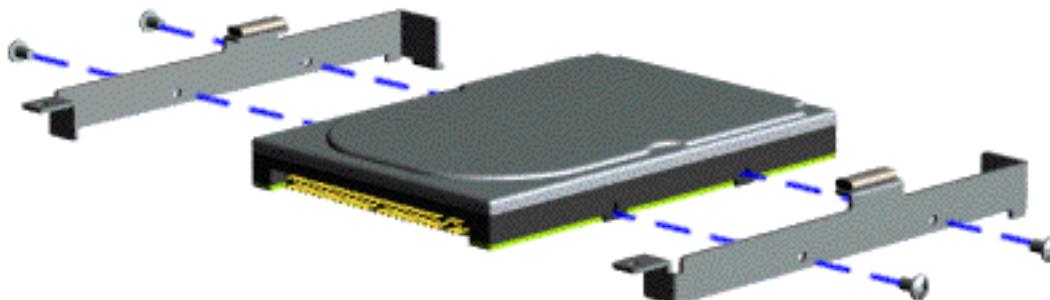
[Next Step](#)

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)



To remove the hard drive mounting bracket, complete the following step:

Remove four screws from the hard drive mounting bracket.

To replace the hard drive and hard drive mounting bracket, reverse the previous procedures.

[Return to Removal & Replacement Procedures](#)

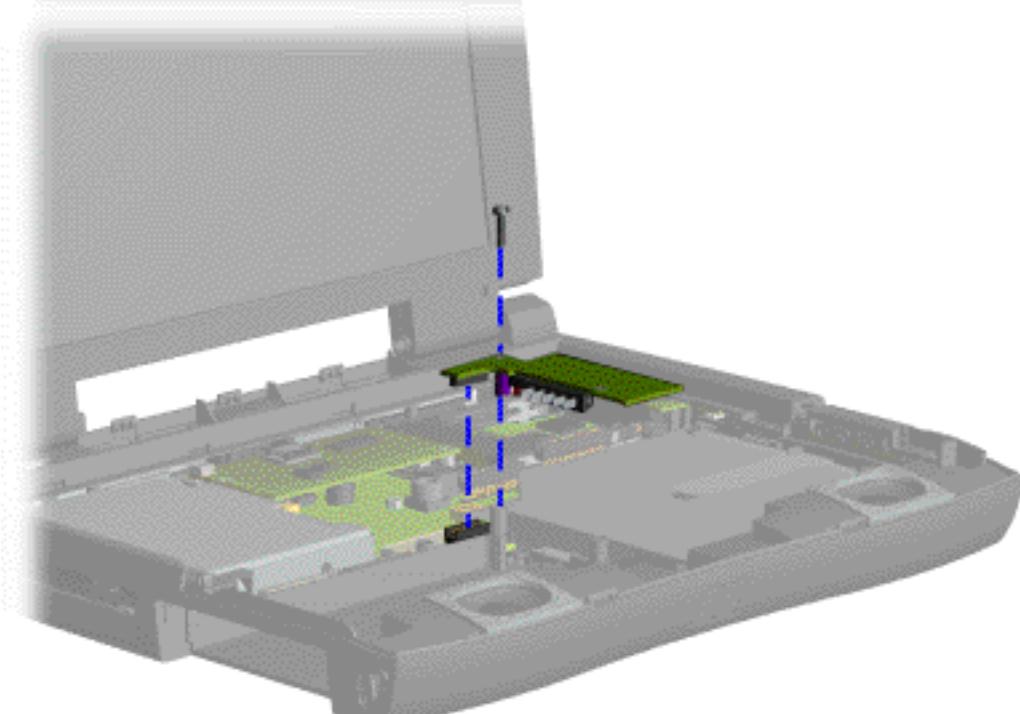
Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Removing the Battery Charger Board



To remove the battery charger board, complete the following steps:

1. Prepare the [computer for disassembly](#).
2. Remove the [palmrest cover with touch pad](#).
3. Remove the [keyboard](#).
4. Remove the [hard drive](#).
5. Remove the [stiffener bracket](#).
6. Remove screw from the battery charger board, unplug the board from the connector on the system board, and lift out of the chassis.

To replace the battery charger board, reverse the previous procedures.

When replacing the battery charger board, ensure the pins are aligned with the connector on the system board.

Electrostatic Discharge
Service Considerations
Cables and Connectors
Preparing the Computer for Disassembly
Battery Pack
Palmrest Cover with Touch Pad
Keyboard
Heatspreaders
Modem
Processor
Status Panel
Interface Board
Hard Drives
Battery Charger Board
CD or DVD Drive
Display Panel Assembly
Upper CPU Cover
Speaker Assembly
Diskette Drive
Fan Assembly
Audio Board
System Board
Memory Module

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Removing the CD or DVD Drive

[Electrostatic
Discharge](#)

[Service
Considerations](#)

[Cables and
Connectors](#)

[Preparing the
Computer for
Disassembly](#)

[Battery Pack](#)

[Palmrest
Cover with
Touch Pad](#)

[Keyboard](#)

[Heatspreaders](#)

[Modem](#)

[Processor](#)

[Status Panel](#)

[Interface
Board](#)

[Hard Drives](#)

[Battery
Charger Board](#)

[CD or DVD
Drive](#)

[Display Panel
Assembly](#)

[Upper CPU
Cover](#)

[Speaker
Assembly](#)

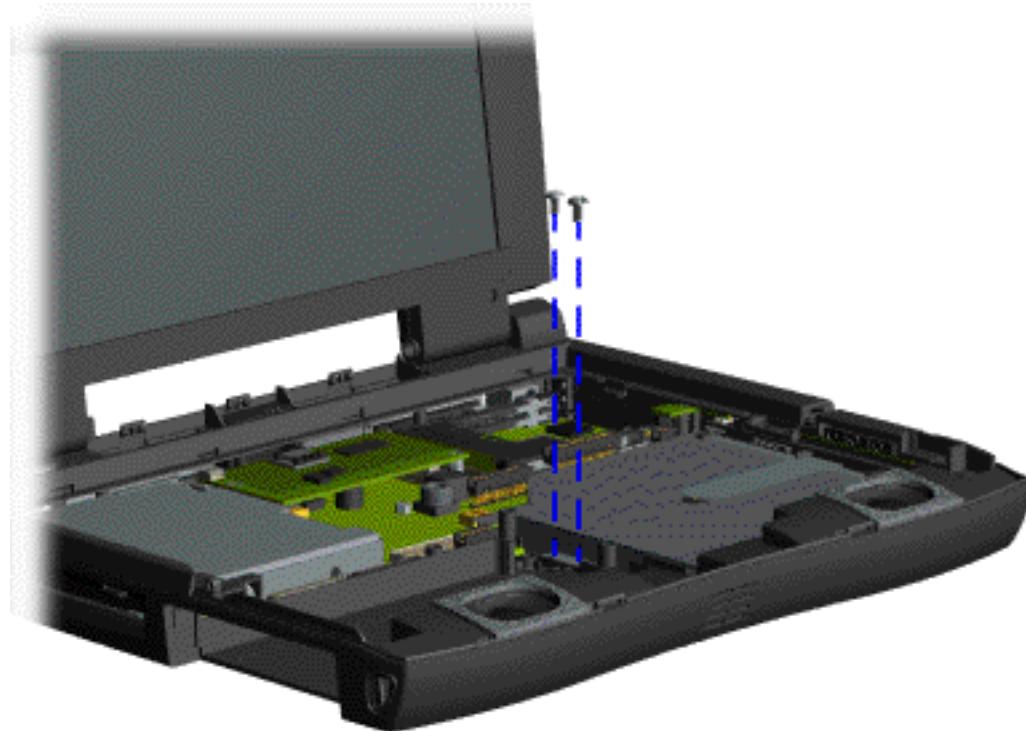
[Diskette Drive](#)

[Fan Assembly](#)

[Audio Board](#)

[System Board](#)

[Memory
Module](#)



To remove the CD or DVD drive, complete the following steps:

1. Prepare the [computer](#) for [disassembly](#).

2. Remove the [palmrest](#) cover with [touch pad](#).

3. Remove the [keyboard](#).

4 Remove the [heatspreaders](#).

4. Remove the [hard](#) [drive](#).

5. Remove the [stiffener](#) [bracket](#).

6. Remove the [battery](#) [charger](#) [board](#).

7. Remove two screws located at the back CD or DVD drive.

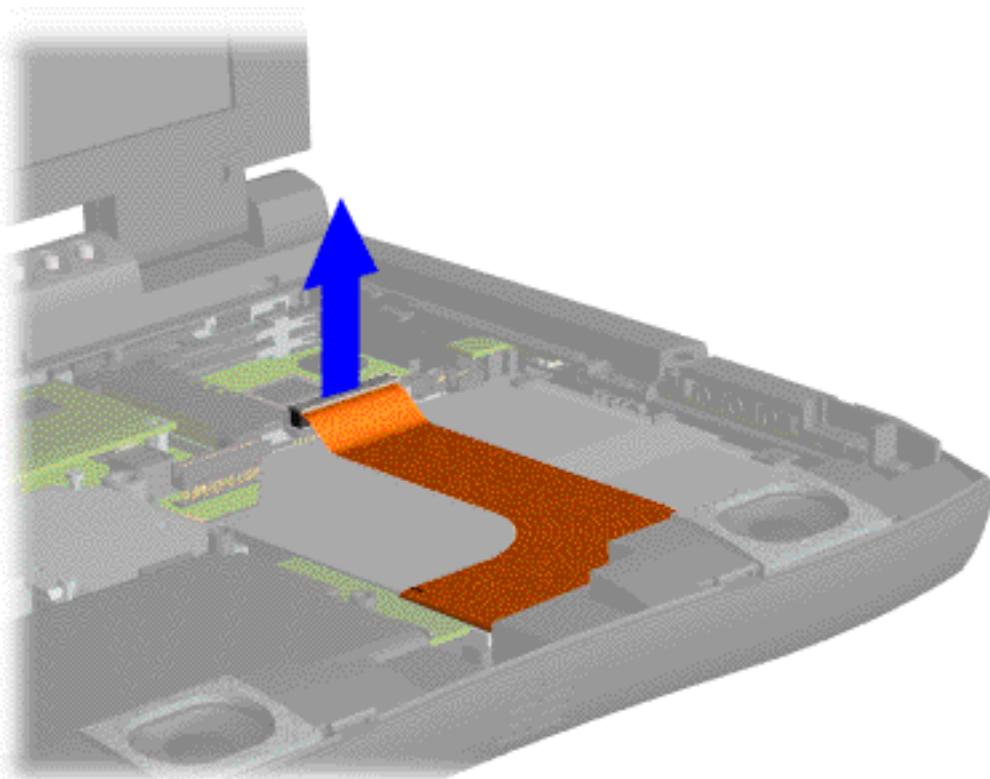
[Next Step](#)

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)



8. Disconnect the CD or DVD drive cable from the system board.

To replace the CD or DVD drive, reverse the previous procedures.

[Return to Removal & Replacement Procedures](#)

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Removing the Display Panel Assembly

[Electrostatic Discharge](#)

[Service Considerations](#)

[Cables and Connectors](#)

[Preparing the Computer for Disassembly](#)

[Battery Pack](#)

[Palmrest Cover with Touch Pad](#)

[Keyboard](#)

[Heatspreaders](#)

[Modem](#)

[Processor](#)

[Status Panel](#)

[Interface](#)

[Board](#)

[Hard Drives](#)

[Battery](#)

[Charger Board](#)

[CD or DVD](#)

[Drive](#)

[Display Panel Assembly](#)

[Upper CPU Cover](#)

[Speaker Assembly](#)

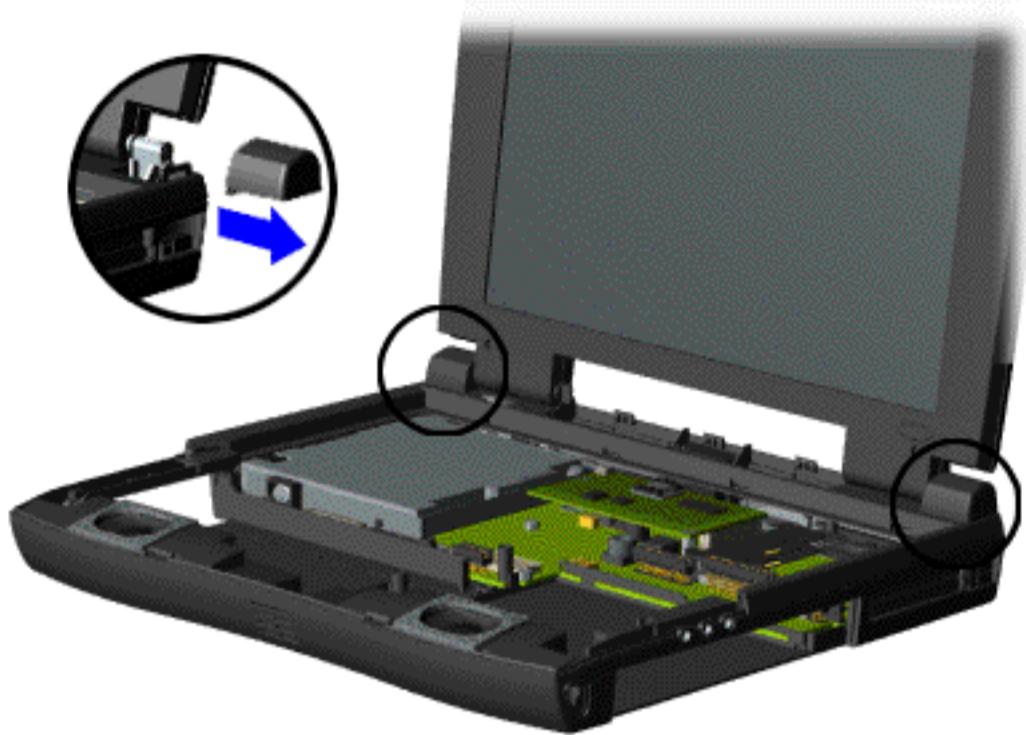
[Diskette Drive](#)

[Fan Assembly](#)

[Audio Board](#)

[System Board](#)

[Memory Module](#)



To remove the display panel assembly, complete the following steps:

1. [Prepare the computer for disassembly.](#)
2. [Remove the palmrest cover with touch pad.](#)
3. [Remove the keyboard.](#)
4. [Remove the heatspreaders.](#)
5. [Remove the status panel.](#)
6. [Remove the interface board.](#)
7. Grasp the hinge covers, pull out and lift the covers off the chassis.



Carefully remove the display panel assembly hinge covers.

[Next Step](#)

Maintenance & Service Guide

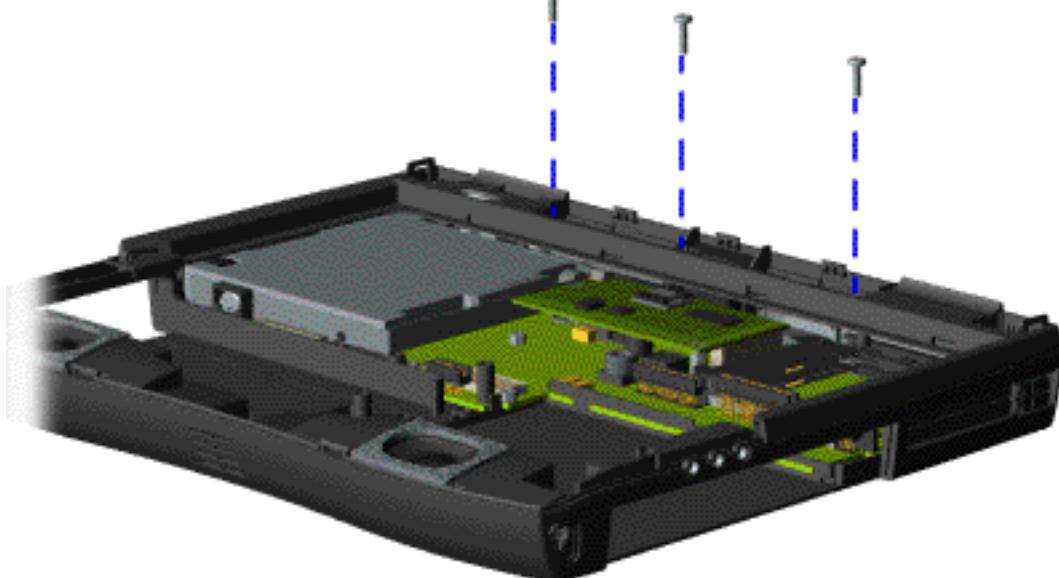
Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Removing the Upper CPU Cover

To remove the Upper CPU cover complete the following steps:



1. Prepare the [computer for disassembly](#).

2. Remove the screw located under the bottom of the unit near the [battery pack](#) which secures the Upper CPU cover to the chassis.

3. Remove the [palmrest cover with touch pad](#).

4. Remove the [keyboard](#).

5. Remove the [heatspreader](#).

6. Remove the [display panel assembly](#).

7. Remove three screws located on the top and release the snap located in the left corner of the Upper CPU cover.

To replace the Upper CPU cover, reverse the previous procedures.

Electrostatic Discharge
Service Considerations
Cables and Connectors
Preparing the Computer for Disassembly
Battery Pack
Palmrest Cover with Touch Pad
Keyboard
Heatspreader
Modem
Processor
Status Panel
Interface Board
Hard Drives
Battery Charger Board
CD or DVD Drive
Display Panel Assembly
Upper CPU Cover
Speaker Assembly
Diskette Drive
Fan Assembly
Audio Board
System Board
Memory Module

Maintenance & Service Guide

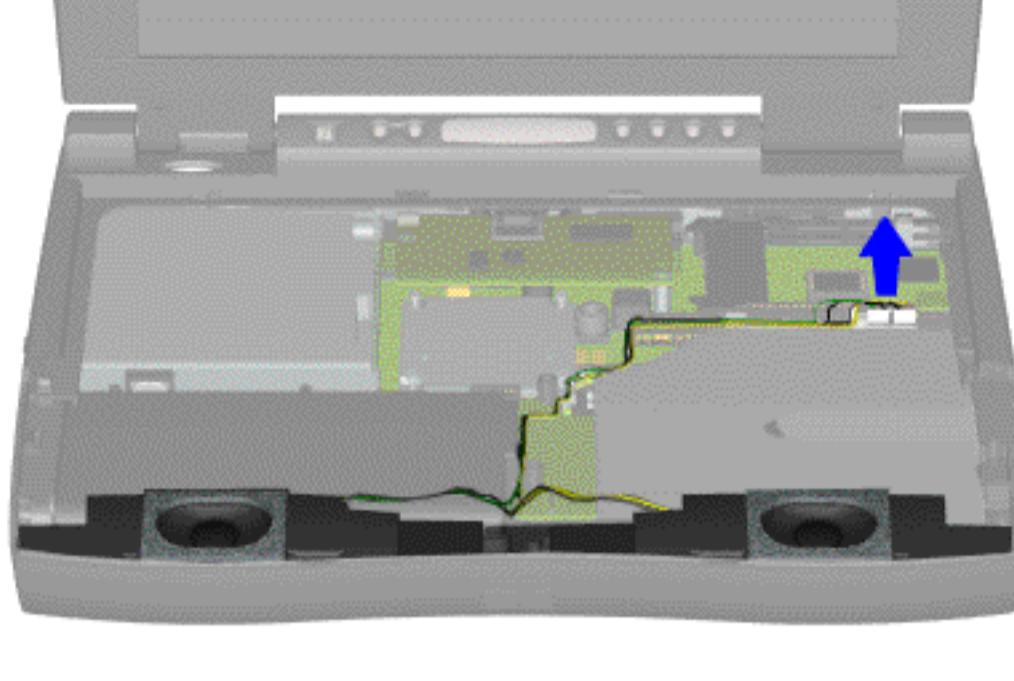
Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Removing the Speaker Assembly

Electrostatic Discharge
Service Considerations
Cables and Connectors
Preparing the Computer for Disassembly
Battery Pack
Palmrest Cover with Touch Pad
Keyboard
Heatspreaders
Modem
Processor
Status Panel
Interface Board
Hard Drives
Battery Charger Board
CD or DVD Drive
Display Panel Assembly
Upper CPU Cover
Speaker Assembly
Diskette Drive
Fan Assembly
Audio Board
System Board
Memory Module



To remove the speaker assembly, complete the following steps:

1. Prepare the [computer for disassembly](#).
2. Remove the [palmrest cover with touch pad](#).
3. Remove the [keyboard](#).
4. Remove the [heatspreaders](#).
5. Remove the [hard drive](#).
6. Remove the [stiffener bracket](#).
7. Remove the [display panel assembly](#).
8. Remove the [CD drive](#).

9. Disconnect the speaker cables from the system board and remove the speaker assembly from the chassis.

The speaker cables must be properly routed when replacing the speaker assembly. Place the cables in such a manner that they cannot be caught or snagged by screws.

For more information refer to the section on [speaker assembly cable position](#).

To replace the speaker assembly, reverse the previous procedures.

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Removing the Diskette Drive

[Electrostatic
Discharge](#)

[Service
Considerations](#)

[Cables and
Connectors](#)

[Preparing the
Computer for
Disassembly](#)

[Battery Pack](#)

[Palmrest
Cover with
Touch Pad](#)

[Keyboard](#)

[Heatspreaders](#)

[Modem](#)

[Processor](#)

[Status Panel](#)

[Interface
Board](#)

[Hard Drives](#)

[Battery
Charger Board](#)

[CD or DVD
Drive](#)

[Display Panel
Assembly](#)

[Upper CPU
Cover](#)

[Speaker
Assembly](#)

[Diskette Drive](#)

[Fan Assembly](#)

[Audio Board](#)

[System Board](#)

[Memory
Module](#)

To remove the diskette drive, complete the following steps:

1. [Prepare the computer for disassembly](#).
2. Remove the [palmrest cover with touch pad](#).
3. Remove the [keyboard](#).
4. Remove the [heatspreaders](#).
5. Remove the [display panel assembly](#).
6. Remove the [Upper CPU cover](#).

[Next Step](#)

NOTE: Ensure the diskette drive eject lever is properly inserted in the chassis slot, when replacing the diskette drive.

Maintenance & Service Guide

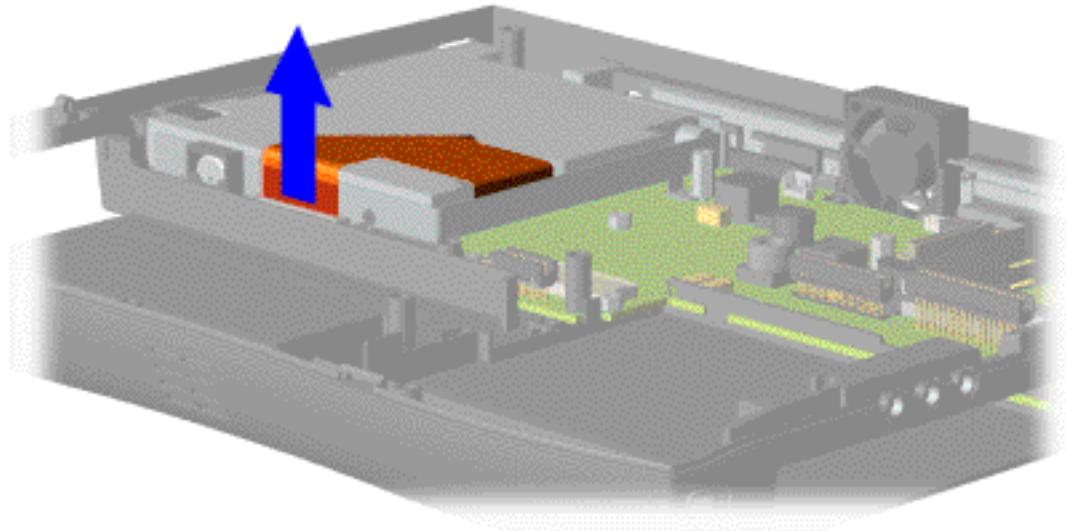
Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

7. Disconnect the diskette drive data cable from the system board.

[Next Step](#)

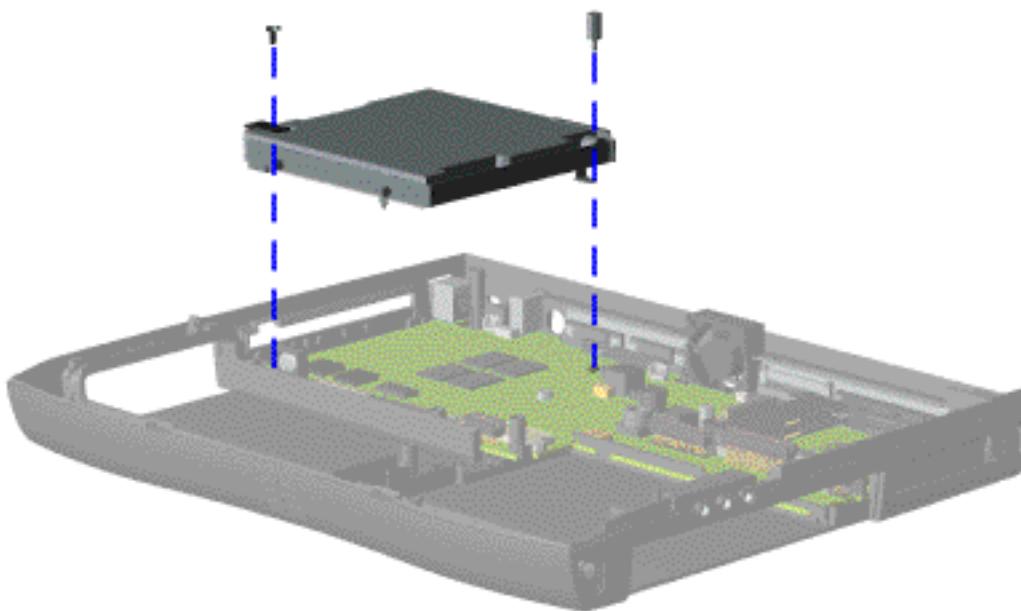


Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)



8. Unscrew the diskette drive standoff and screw (left corner) from the system board. Lift the diskette drive off the alignment pegs and remove from the chassis.

To replace the diskette drive, reverse the previous procedures.

[Return to Removal & Replacement Procedures](#)

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

[Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Removing the Fan Assembly

[Electrostatic Discharge](#)

[Service Considerations](#)

[Cables and Connectors](#)

[Preparing the Computer for Disassembly](#)

[Battery Pack](#)

[Palmrest Cover with Touch Pad](#)

[Keyboard](#)

[Heatspreaders](#)

[Modem](#)

[Processor](#)

[Status Panel](#)

[Interface Board](#)

[Hard Drives](#)

[Battery Charger Board](#)

[CD or DVD Drive](#)

[Display Panel Assembly](#)

[Upper CPU Cover](#)

[Speaker Assembly](#)

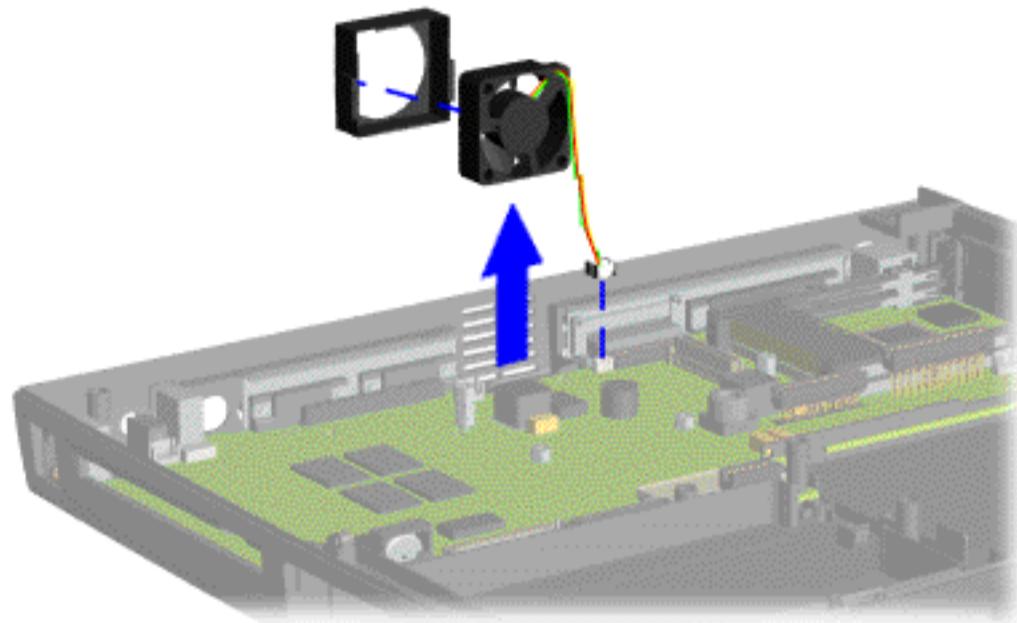
[Diskette Drive](#)

[Fan Assembly](#)

[Audio Board](#)

[System Board](#)

[Memory Module](#)



To remove the fan assembly, complete the following steps:

1. Prepare the [computer for disassembly](#).
2. Remove the [palmrest cover with touch pad](#).
3. Remove the [keyboard](#).
4. Remove the [heatspreaders](#).
5. Remove the [display panel assembly](#).
6. Remove the [Upper CPU cover](#).
7. Disconnect the fan cable from the connector on the system board. Pull the fan from the chassis slot.

To remove the fan gasket, complete the following step:

Pull the gasket from the fan.



Replace the fan gasket, place the fan at a 15 degree angle, and push forward to replace the fan assembly.

To replace the fan assembly, reverse the previous procedures.

Maintenance & Service Guide

Presario 1800 Series

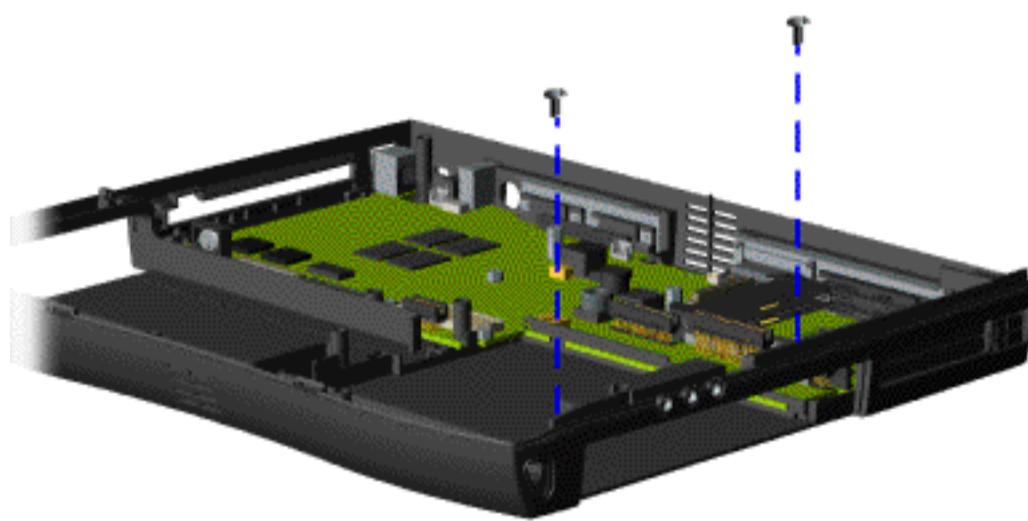
Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Removing the Audio Board

Electrostatic Discharge
Service Considerations
Cables and Connectors
Preparing the Computer for Disassembly
Battery Pack
Palmrest Cover with Touch Pad
Keyboard
Heatspreaders
Modem
Processor
Status Panel
Interface Board
Hard Drives
Battery Charger Board
CD or DVD Drive
Display Panel Assembly
Upper CPU Cover
Speaker Assembly
Diskette Drive
Fan Assembly
Audio Board
System Board
Memory Module

To remove the audio board, complete the following steps:



1. Prepare the [computer for disassembly](#).
2. Remove the [palmrest cover with touch pad](#).
3. Remove the [keyboard](#).
4. Remove the [heatspreaders](#).
5. Remove the [CD drive](#).
6. Remove the [display panel assembly](#).
7. Remove the [Upper CPU cover](#).
8. Remove the two screws from the audio board.

[Next Step](#)

Maintenance & Service Guide

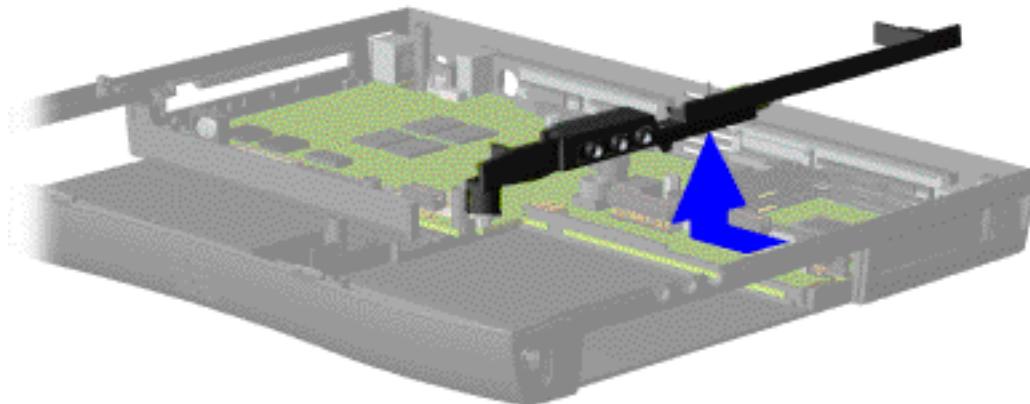
Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

9. Push to the right on the latch to separate the audio board from the base pan while disconnecting the audio board from the connector on the system board.

To replace the audio board, reverse the previous procedures.



[Return to Removal & Replacement Procedures](#)

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Removing the System Board

[Electrostatic Discharge](#)

[Service Considerations](#)

[Cables and Connectors](#)

[Preparing the Computer for Disassembly](#)

[Battery Pack](#)

[Palmrest Cover with Touch Pad](#)

[Keyboard](#)

[Heatspreaders](#)

[Modem](#)

[Processor](#)

[Status Panel](#)

[Interface Board](#)

[Hard Drives](#)

[Battery Charger Board](#)

[CD or DVD Drive](#)

[Display Panel Assembly](#)

[Upper CPU Cover](#)

[Speaker Assembly](#)

[Diskette Drive](#)

[Fan Assembly](#)

[Audio Board](#)

[System Board](#)

[Memory Module](#)

To remove the system board, complete the following steps:

1. Prepare the [computer for disassembly](#).
2. Remove the [palmrest cover with touch pad](#).
3. Remove the [keyboard](#).
4. Remove the [heatspreaders](#).
5. Remove the [processor](#).
6. Remove the [status panel](#).
7. Remove the [interface board](#).
8. Remove the [modem](#).
9. Remove the [hard drive](#).
10. Remove the [stiffener bracket](#).
11. Remove the [battery charger board](#).
12. Remove the [CD drive](#).
13. Remove the [display panel assembly](#).
14. Remove the [Upper CPU Cover](#).
15. Remove the [diskette drive](#).
16. Remove the [fan](#).
17. Remove the [audio board](#).
18. Disconnect the [speaker assembly](#) cables.

[Next Step](#)

Maintenance & Service Guide

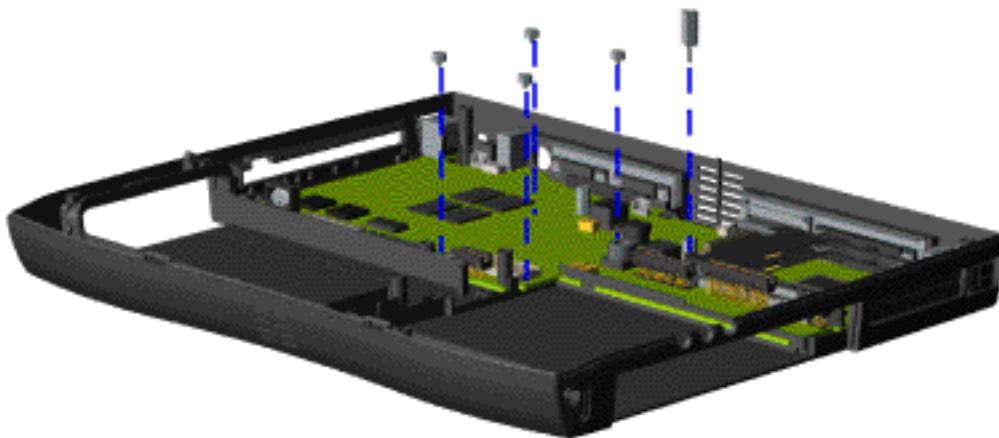
Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

19. Remove five standoffs from the system board.

[Next Step](#)



Maintenance & Service Guide

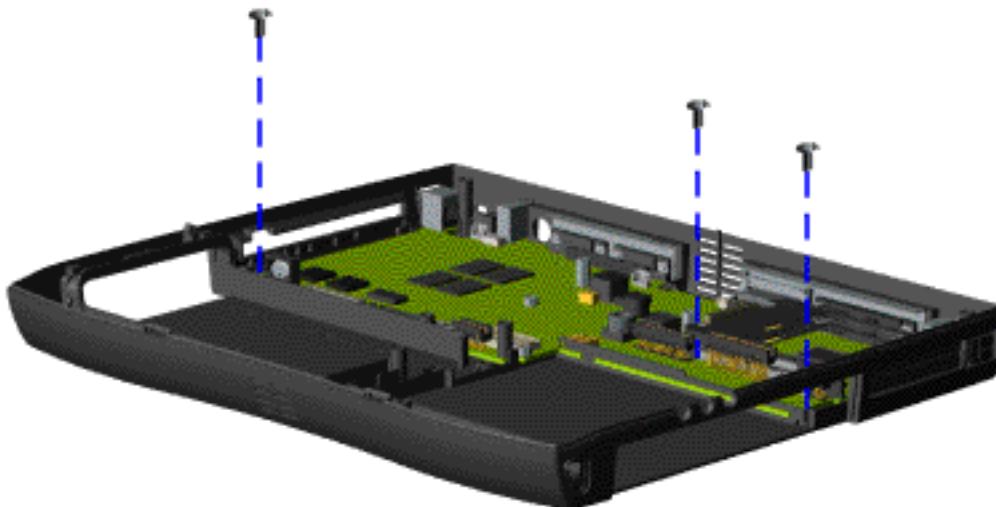
Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

20. Remove three screws from the system board.

[Next Step](#)



Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

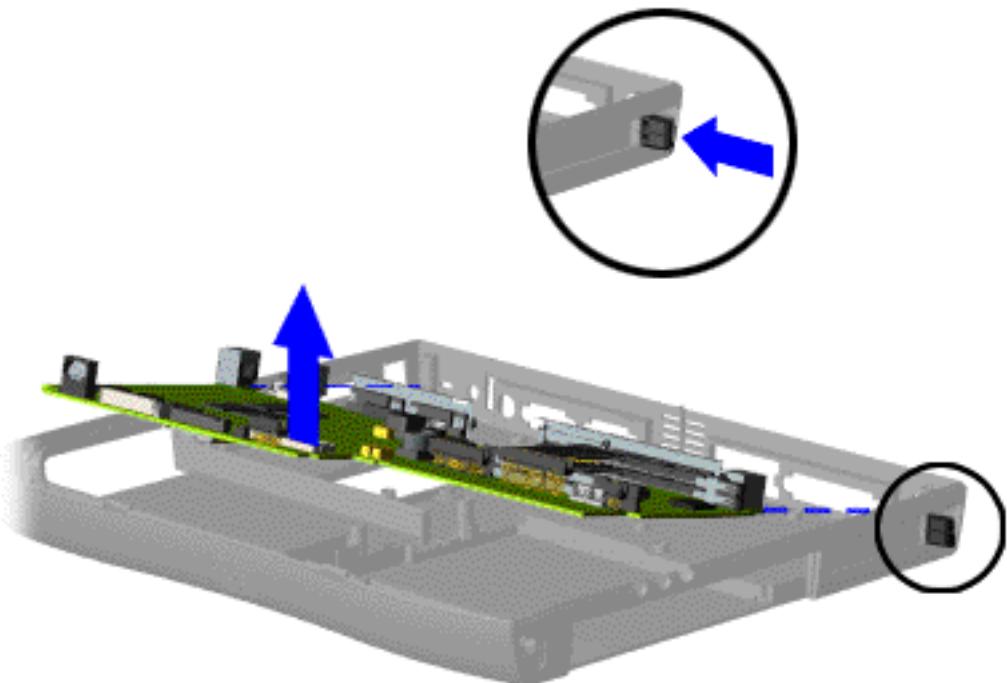
| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

21. Push in the PCMCIA eject levers, lift up the front end of the system board, pull forward, and remove the system board from the chassis.

To replace the system board, reverse the previous procedures.

IMPORTANT: Remove all cables from the system board.

[Return to Removal & Replacement Procedures](#)



Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)

Removing the Memory Module

[Electrostatic Discharge](#)

[Service Considerations](#)

[Cables and Connectors](#)

[Preparing the Computer for Disassembly](#)

[Battery Pack](#)

[Palmrest Cover with Touch Pad](#)

[Keyboard](#)

[Heatspreaders](#)

[Modem](#)

[Processor](#)

[Status Panel](#)

[Interface Board](#)

[Hard Drives](#)

[Battery Charger Board](#)

[CD or DVD Drive](#)

[Display Panel Assembly](#)

[Upper CPU Cover](#)

[Speaker Assembly](#)

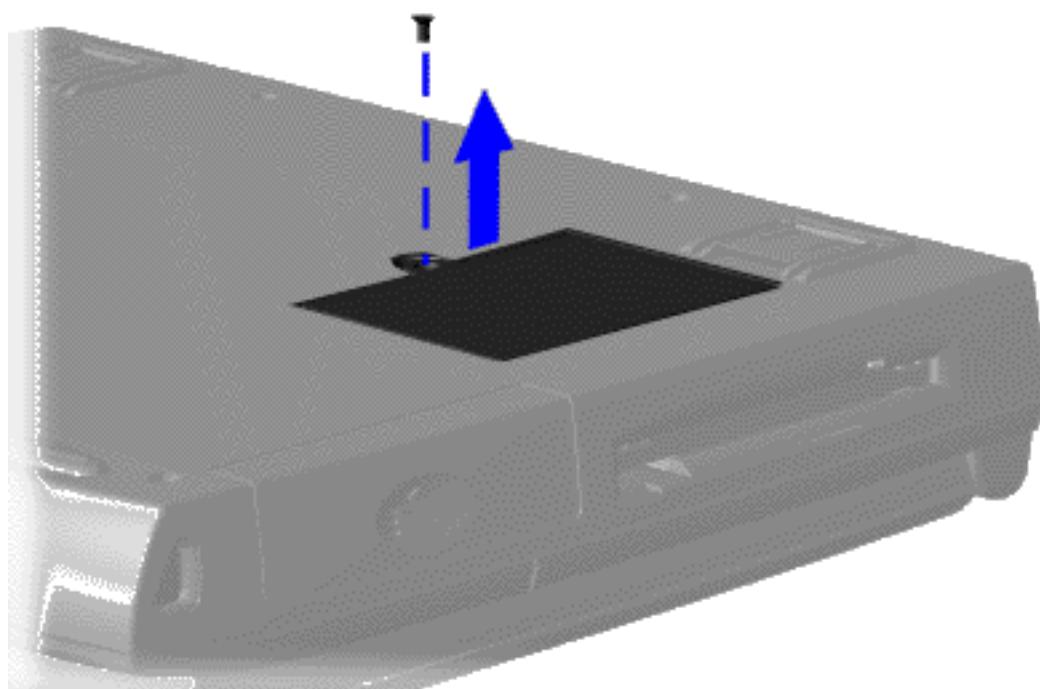
[Diskette Drive](#)

[Fan Assembly](#)

[Audio Board](#)

[System Board](#)

[Memory Module](#)



To remove the memory module, complete the following steps:

1. Prepare the [computer for disassembly](#).

2. Close the computer and turn the computer upside down.

3. Remove the screw from the memory module door, and slide the memory module door to the right.

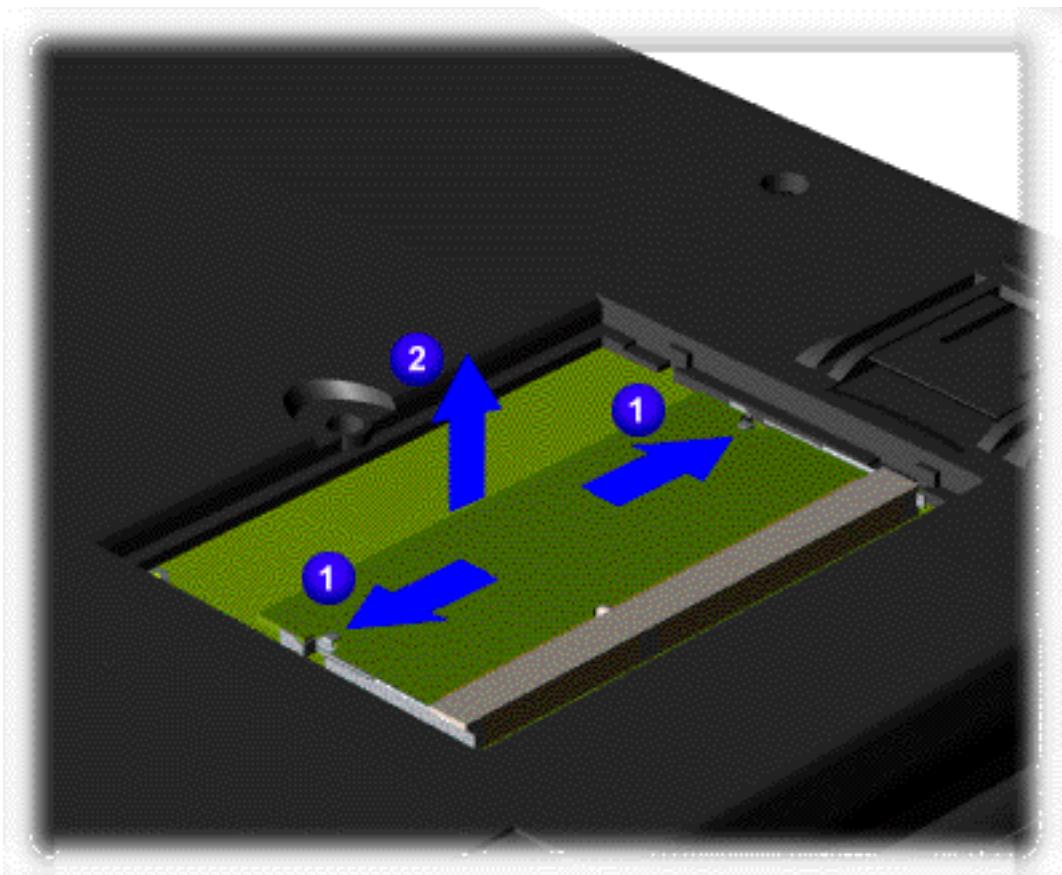
[Next Step](#)

Maintenance & Service Guide

Presario 1800 Series

Models: 1805 and 1810

| [Home Page](#) | [Notice](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#)
[Illustrated Parts Catalog](#) | [Removal & Replacement Procedures](#) | [Specifications](#)
[Pin Assignments](#) | [Battery Pack Operations](#)



4. Pull **1** side levers to release the memory module and **2** unplug the memory module from the system board.

To replace the memory module, reverse the previous procedures.

[Return to Removal & Replacement Procedures](#)